



THE ORATORY
PREP SCHOOL

Staff and Parent Behaviour Policy

September 2024

Staff and Parent Behaviour Policy

This policy works with the staff employment manual, the parent handbook and the complaints procedure

Staff and Parents (and Guardians) need to recognise the impact their behaviour has on other adults and on the wider school community, including our children.

Relationships between staff and Parents/Guardians at The Oratory Prep School should be based on the following values

- **Respect for the value and integrity of every person**
- **Kindness and compassion**
- **Honesty and openness**
- **Justice and fairness**

We encourage good communication between parents and school. On rare occasions, we may disagree with each other, our aim is always to resolve any issues or concerns that parents or carers may have as quickly and efficiently as possible. In order for us to do so, and to safeguard the wellbeing of our staff, it is important that parents and carers comply with the following standards when contacting the school.

Code of conduct

It is recognised that the vast majority of parents already comply with these standards and we thank you for your support with this.

1. Staff should not be approached when they are not at work. Parents should always contact staff whilst in school. Staff have been instructed not to comment on complaints that are presented out of school. Staff should not be contacted via social media.

2. Complaints or concerns should be addressed to the person who was most heavily involved in the incident, unless it is of a very personal nature to do with that staff member, in which case it should be addressed to the Senior Deputy Head. The Headmaster should only become involved when the correct procedure has been followed, in order to allow a suitably neutral review of your concern if this is necessary.

3. Inflammatory comments or statements should be avoided and the tone should be courteous at all times – sarcasm, emotive and accusatory words such as 'disgusting', use of capital letters, exclamation marks or defamatory statements should not be

included. Whilst the school appreciates the severity of concerns from parents and children, please remember that you have one version of the information that has caused you concern and therefore your information is incomplete and further investigation by the school will be needed. As we would expect, whole school decisions are made based on multiple factors known by the school.

4. Each complainant will represent their own views and should not seek to present themselves as self-appointed spokesperson for others.

5. Social media – concerns about the school should not be shared through social media. We would expect parents to model the behaviour we expect of our children – which would include talking to us if you have concerns.

6. As per the complaints policy, we aim to deal with all complaints seriously and work to resolve them; please do not threaten with governors (Bellevue), the Local Authority, ISI (independent Schools inspectorate) or the Department for Education as a means to fast-forward your complaint.

7. Meetings will always be arranged where and when it is deemed necessary. Concerns around safety or child protection will be dealt with immediately otherwise an appointment will need to be made, in advance, to be seen by a staff member. Staff are not able to see parents who turn up without an appointment as their priority is teaching and learning and looking after the children in our care.

8. Please avoid approaching teachers before school (unless you have an appointment), as they need to prepare for teaching and learning. Teachers always escort the children outside at the end of the school day.

9. Any concerns and complaints received which do not comply with our expectations will be returned back to parents until the communications meet the expectations outlined above. Parents and carers who breach the terms will be asked to meet with the Headmaster. The above standards apply to written and verbal complaints and are also expectations held for staff.

It is vital that as a community no person should be made to feel anxious about their contact with others whom they meet every day on the school premises. Emotional, verbal and physical abuse can never be tolerated under any circumstance. Although not an exhaustive list the following are not permitted in the school environment:

- Shouting or aggressive behaviour towards another adult

- Behaviour that demeans or belittles another person
- Physical threats or bullying behaviour
- Abusive or insulting language
- Racist, sexist or homophobic remarks
- Inappropriate posting on Social Networking sites that can be interpreted as bullying
- Swearing
- Hitting, punching, slapping or kicking

The school reserves the right to take any actions necessary to ensure that all members of the school community are not subjected to abuse.

It is an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises.

School grounds are private property and parents are granted permission to be on the premises. That right can be removed in the case of abuse or threats to pupils, staff, parents and other members of the community.

If permission is denied to a parent as a result of an infringement of the policy the staff member or parent has the right of appeal to the Schools Director, Steve Wade swade@blvue.com