



To inspire, enrich and nurture so each individual reaches their full potential

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Principal: Mrs Victoria Hobson

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Code of Conduct for Parents, Carers and Visitors

September 2024

To be reviewed biennially in the Autumn Term

Next Review: September 2026

History of Document:

Issue No.	Date Issued	Prepared By	Approved By	Comments
Issue 1	Oct 2021	Victoria Hobson	Governing Body	Policy Created
Issue 2	September 2022	Victoria Hobson	Trust Board	<ul style="list-style-type: none">References to governors changed to trusteesRemoval of reference to Twitter page as no longer usedAddition of references to the Trust Board's contribution towards adherence to the policy
Issue 3	September 2024	Victoria Hobson	Trust Board	Reference to Vice Principal added in section 2
Issue 4	September 2025	Victoria Hobson	Principal	No changes

Contents

Purpose	2
How can a difficulty or concern be raised and resolved?	3
Behaviour that will not be tolerated	3
What happens if someone ignores or breaks the code?	4
Issues of conduct with the use of Social Media	4
Online activity that we consider inappropriate	4

At Hatfield Community Free School, we are proud and fortunate to have a very dedicated and supportive school community. The trust board, staff, parents and carers all recognise that the education of our children is a partnership between us all.

1. Purpose

The purpose of this code of conduct is to outline the expectations for all parents, carers and visitors connected to our school. The trust board and school staff expect our school community to respect our school ethos, respect the staff, respect other members of the community, respect the school premises and property and set a good example with their own behaviour both on and off the school premises.

In addition, the trust board and school staff also expect our parents, carers and visitors to keep our children safe by adhering to the school's requests, including parking appropriately and safely in our parent drop off carpark and in the surrounding roads during morning and afternoon collections and only accessing the site through the correct gates and doors at the times specified by the school.

Members of the Senior Leadership Team and Office Team are available each morning when the children arrive at school to pass messages to the classrooms and answer any organisational questions. Class Teachers are available for discussions at the end of the school day when dismissing the children to you. They are unavailable each morning at arrival time as they are busy welcoming the children into their classrooms and settling them into their learning for the day.

School staff are not individually contactable via email and we request that communications beyond informal conversations take place through a meeting or telephone call that can be requested through the school office:

office@hcfs.org.uk¹

01707 276018

Alternatively, if you wish to make contact via email you can do so via the school office account and the message will be passed onto the relevant staff member(s).

¹ This email account is monitored during term time (Monday-Friday 8:00am-4:30pm) and we will endeavour to respond to your communication within 2 working days.

2. How can a difficulty or concern be raised and resolved?

We are committed to resolving difficulties in a constructive manner through open and positive dialogue. Where issues arise or misconceptions take place, please take the following steps:

1. Speak with your child's class teacher at the end of the school day to raise your concerns through an informal discussion. This discussion could take place face to face at collection time or via a phone call (which can be arranged via the school office);
2. If the issue persists, please make contact with the school office to request a meeting or telephone call with your child's class teacher to resolve the situation;
3. Where issues remain unresolved, please make contact with the school office to request a meeting with your child's phase leader to resolve the situation;
4. For matters still unresolved, please contact the school office to request a meeting with one of our Assistant Vice Principals, the Vice Principal and then the Principal;
5. If an additional perspective would be beneficial to resolving your concern, a request for a member of the trust board to join the above meeting can be made through the school office;
6. If the principal and or member of the trust board are unable to resolve the matter, then we recommend you follow the school's complaints procedure, which is available on the school website.

This code aims to clarify the types of behaviour that will not be tolerated on the school premises and the actions the school may take should breaches occur.

3. Behaviour that will not be tolerated

- Disruptive behaviour which interferes, or threatens to interfere, with the normal operation of the school anywhere on the school premises;
- Using loud or offensive language or displaying temper;
- Threatening in any way, a member of staff, visitor, trustee, fellow parent/carer or child;
- Damaging or destroying school property;
- Sending abusive or threatening emails or text/voicemail/phone messages or other written or verbal communications (including social media) to anyone within the school community;
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/trustees at the school on social media or any other form of communication, for example WhatsApp;
- The use of physical, verbal or written aggression towards another adult or child;
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child;
- Smoking, vaping, taking illegal or legal non-medicinal drugs or the consumption of alcohol on school premises;
- Any inappropriate behaviour on the school premises.

Should any of the above occur on school premises or in connection with school, the school will take action by contacting the appropriate authorities or may even consider banning the offending adult from entering the school premises. Any visitor will be required to leave the premises and not re-enter without question when required to do so by a Senior Leader.

It is important for parents and carers to make sure any persons collecting their children are aware of this code of conduct.

4. What happens if someone ignores or breaks the code?

In the event of any parent, carer or visitor to the school breaking this code, proportionate actions will be taken as follows:

- If a member of staff feels that a conversation is becoming unreasonable, threatening, intimidating or abusive, they have the right to end the conversation immediately. In this case, it is then likely that a meeting will be set up to discuss the issue further with a member of the Senior Leadership Team and/or member of the trust board to ensure a constructive discussion and resolution can be sought for all involved;
- In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal, the school, supported by the trust board, will send a formal letter;
- In cases where the unacceptable behaviour² is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police;
- If unacceptable behaviour² is repeated, a parent, carer or visitor may be banned from the school site. With due thought and consideration from the Senior Leadership Team and Trust Board, a ban can be introduced without having to go through all the steps offered above, should a serious case arise.

5. Issues of conduct with the use of Social Media

The school has a Facebook and Instagram page which allows parents to receive and respond to messages, events and achievements taking place in school. We encourage you to participate positively should you wish to.

We ask that social media, including WhatsApp, whether public or private, should not be used as a medium to air concerns or grievances, fuel campaigns or voice complaints against the school, school staff, trustees, parents or children. All concerns, grievances or complaints need to be raised through the appropriate channels.

We take inappropriate use of social media by a parent to publicly humiliate or criticise the school, staff, trustees, parents or children very seriously.

6. Online activity that we consider inappropriate

- Identifying or posting images or videos of other people's children;
- Abusive, personal, defamatory or libellous comments about staff, trustees, children or other parents;
- Bringing the school into disrepute;
- Emails circulated or sent directly with abusive or personal comments about staff, trustees, parents or children;
- Using social media to publicly challenge school policies or discuss issues about individual children, parents, trustees or members of staff;
- Threatening behaviour, such as verbally intimidating staff/other parents or using bad language
- Breaching school security procedures.

² Unacceptable behavior includes any or all cases of threats of violence and actual violence to any child, staff, trustee, parent or carer in the school. It will also include anything that could be seen as a sign of harassment by any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the County Council's Legal Team for further action.