PUTNEY
HIGH SCHOOL
GDST
GIRLS' DAY SCHOOL TRUST

GDST Parent/Carer Code of Conduct

Putney High School Policy

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Table of Contents

Page No

Introduction 3
Concerns and complaints 3
Expectations of behaviour 4
Unacceptable or unreasonable behaviour 4
Unacceptable or unreasonable behaviour online 5

GDST Parent/Carer Code of Conduct

Introduction

At all GDST schools and academies ("GDST schools") we aim to provide a broad, challenging and inclusive education for life. We are very fortunate to have a supportive parent community. Our parents recognise that our pupils thrive through a mutually supportive partnership between home and school. For this reason, we continue to welcome and encourage parents to participate fully in the life of GDST schools.

To maintain a secure environment where all members of the school community feel valued and respected, and where effective teaching and learning can take place, it is important to set expectations about the conduct and behaviour of all members of our community, including staff, pupils, and parents at GDST schools.

We ask for your cooperation in engaging with GDST schools in a manner that is respectful, reasonable and constructive. This Code of Conduct sets out clear expectations, in line with the commitment made when signing the GDST Parent Contract, to support GDST schools in upholding their ethos and standards of behaviour, both in person and online. By working together in a spirit of mutual respect and understanding we can maintain a positive partnership that enables the whole school community to flourish and ensures the best outcomes for your child.

Concerns and complaints

The vast majority of interactions between GDST schools and our community are overwhelmingly positive and we wish to stress that this Code is not intended to prevent parents or carers raising legitimate concerns or complaints with GDST schools. We strive to resolve concerns informally.

Parents who wish to raise formal complaints are asked to follow the relevant GDST school's Parental Complaints Procedure which can be found on the GDST school's website. Anyone who is not a parent should put their complaint in writing to the Head, who will consider how best to respond.

We are grateful to all our parents and carers for their ongoing support and cooperation with this Code. We look forward to our continued collaboration and working together in the best interests of the pupils at GDST schools.

Expectations of behaviour

- We respectfully ask parents and/or carers to:
- Work in partnership with staff members, with the understanding that decisions are based on professional judgment and with pupils' best interests at heart;
- Demonstrate polite and courteous behaviour, in person and in writing;
- Have reasonable expectations for timing and content of staff responses to communication;
- Recognise that particular outcomes cannot be guaranteed; and
- Approach their GDST school in the first instance to resolve any issues or concerns.

Unacceptable or unreasonable behaviour

All GDST schools are committed to providing a safe, respectful and supportive learning environment for all pupils. Behaviour that undermines this commitment will not be accepted. This includes, but is not limited to, the following examples:

- Acting in a way that adversely affects, or is likely to adversely affect, the safety or welfare of any member of the school community, or that disrupts the normal operation of GDST schools, including during school events, trips, sports fixtures or other extra-curricular activities;
- Using offensive, discriminatory, harassing (including sexually harassing), abusive or intimidating language or behaviour which causes any member of the school community to feel unsafe, scared, intimidated, threatened or humiliated;
- Sending abusive, unacceptably frequent and/or threatening emails, texts or other forms of written communication to members of the school community;
- Making covert recordings of meetings with school staff;
- Making a malicious allegation about any member of the school community;
- Seeking to involve GDST schools in conflicts between parents; and/or
- Engaging with GDST schools in a manner that is excessive, confrontational, unreasonable, or unduly aggressive, whether in person, by telephone or in writing.

Unacceptable or unreasonable behaviour online

Social media, including WhatsApp and other online websites/platforms, are increasingly being used to make complaints or raise concerns against or about schools, school staff, and in some cases, parents and pupils. GDST schools will not accept parents and/or carers posting defamatory, offensive, or derogatory posts or comments, images, or videos online about GDST schools, or any member of our community, including staff, parents, carers or pupils, and will take appropriate action to address any incidents of cyberbullying.

We respectfully ask that concerns or complaints are always raised with GDST schools informally or through use of the relevant GDST school's Parental Complaints Procedure, so that they may be dealt with promptly, fairly and effectively.