



Parent Code of Conduct Policy

This Code of Conduct is an agreement between the Parent & QPG Afterschool Club

At QPG Community & Sports Hub we are very proud and fortunate to have a very dedicated and supportive team made up of local residents and volunteers. The staff, governors, parents and carers all recognise that the education of our children is a partnership between us.

We expect our after-school and local school community to respect the after-school club ethos, keep our after-school club tidy, set a good example of their own behaviour both on school & QPG Hub premises, & when accompanying any children on arranged trips.

In addition, we also expect our parents, carers and visitors to keep our children safe by adhering to the QPG Hub's request to park safely outside the hub gates during morning and afternoon collections.

As a partnership we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education.

For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our after-school provisions. The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our services.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships.

Where issues arise or misconceptions take place, please contact the after-school club manager who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations.

The code of conduct also sets out the actions the hub can take should this code be ignored or where breaches occur.

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the Hub's normal operation or activities anywhere on the school premises.



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- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- Damaging or destroying after-school clubs' equipment or property.
- Sending abusive / threatening emails or text/voicemail/phone messages or written communications (inc. social media) to anyone within the QPG Community & Sports Hub.
- Defamatory, offensive or derogatory comments regarding the QPG Hub or any of the pupils / parents /staff / at the after-school club on Facebook, Twitter or other sites.
- The use of physical, verbal or written aggression towards another adult or child.
- This includes physical punishment of your own child on the hub's premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking, taking illegal drugs or the consumption of alcohol on hub's premises.
- Dogs being brought on to the hub's premises. (other than guide dogs)
- Not abiding by the QPG hub's adopted equality policy will result in a permanent exclusion

Should **any** of the above occur on hub's premises or in connection with the neighbouring school, the school together with QPG Hub may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the QPG Community & Sports Hubs premises.

Thank you for abiding by this code in our hub.

Together we create a positive and uplifting environment not only for the children but also all who work and visit our after-school club.

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

What happens if someone ignores or breaks the code?

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

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff or member of the QPG Hub Leadership team.

This will also include anything that could be seen as a sign of harassment of 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



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tantamount to libel or slander, then the hub will refer the matter to the Councils Legal Team for further action.

In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the QPG Hub will send out a formal letter to the parent/carer with an invite to a meeting.

If the parent/carer refuses to attend the meeting then the hub will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not, they may be banned from the premises. If after this behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

Note: (1) a ban from the hub can be introduced without having to go through all the steps offered above in more serious cases.

(2) Site bans will normally be limited in the first instance.

Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

The hub has a Facebook page which allows parents to receive and respond to messages about upcoming QPG Hub events. We encourage you to positively participate if you wish.

Within these spaces however we ask that you use common sense when discussing QPG life online.

'Think before you post' We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the hub, QPG staff, parents or children.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

If parents have any concerns about their child in relation to the QPG Hub, as we have said above, they should:

- 1. Initially contact the member of QPG Staff**
- 2. If the concern remains, they should contact the DSL**
- 3. If still unresolved, the councils LADO team through the complaint's procedure**

They should not use social media as a medium to air any concerns or grievances.



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Online activity which we consider inappropriate:

- **Identifying or posting images/videos of children**
- **Abusive or personal comments about staff, leadership team, children or other parents**
- **Bringing the QPG Hub in disrepute**
- **Posting defamatory or libellous comments**
- **Emails circulated or sent directly with abusive or personal comments about staff or children**
- **Using social media to publicly challenge hubs policies or discuss issues about individual children or members of staff**
- **Threatening behaviour, such as verbally intimidating staff, or using bad language**
- **Breaching QPG Community & Sports Hub security procedures**

At the QPG Community & Sports Hub we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined.