
Policy Heading: Parent/Carer Code of Conduct Policy

Parent policy:

Purpose: Code of Conduct

Procedures:

Accountabilities: Principal, Director of Care

Target audience: Staff, parents and carers of Further Education learners or citizens

Content linkage:

Monitoring and Annual

Review cycle:

Introduction

Portland College is fortunate to have a supportive and encouraging parent body. Our parents recognise that educating children and young people is a process that involves partnership between parents, tutors and Portland College professionals. As a partnership, our parents/carers will understand the importance of a good working relationship to equip learners and citizens with the necessary skills for adulthood and ensure they are able to participate fully in their programmes.

Purpose and scope

The purpose of this policy is to provide a reminder to all parents and carers of learners and citizens at Portland College about their expected conduct. This is so we can continue to deliver an Outstanding further education programme and residential services in an atmosphere of mutual understanding and respect.

Guidance

We expect parents and carers to:

- Respect the caring ethos and values of Portland College
- Understand that Portland College staff and parents/carers need to work together for the benefit of learners and citizens
- Demonstrate that all members of Portland College staff should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a learner or citizen's version of events with the college's view in order to bring about a peaceful solution to any issue.
- Approach the college to help resolve any issues of concern.
- Avoid using staff as threats to admonish children and young people's behaviour.

The Code of Conduct

In order to support a peaceful and safe learning and living environment Portland College cannot tolerate parents and carers exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the college grounds including residences.
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
- Threatening to do actual bodily harm to a member of staff, Governor, visitor, fellow parent/carers or learner/citizen regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying Portland College property.

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- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication
 - Defamatory, offensive or derogatory comments regarding Portland College or any of the learners/citizens/parent/staff, on Facebook or other social sites. (See Appendix 1). Any concerns you may have about the college must be made through the appropriate channels; please follow the Concerns and Complaints Procedure to ensure anything raised can be dealt with fairly, appropriately and effectively for all concerned.
 - The use of physical aggression towards another adult, staff, learner or citizen.
 - Approaching other learners or citizens in order to discuss or chastise them because of the actions of this young person towards their own young person. (Such an approach may be seen as assault and may have legal consequences).
 - Smoking and consumption of alcohol or other drugs whilst on college property.

Should any of the above behaviour occur on Portland College premises the college may feel it is necessary to contact the appropriate authorities and if necessary, ban the offending adult from entering our grounds. We trust that parents and carers will assist the college with the implementation of this policy and we thank you for your continuing support.

Appropriate channel for raising concerns

All complaints and concerns should follow the process laid out in the Concerns and Complaints Procedure. This procedure provides specific contact points which must be adhered to. Any contact made to staff outside of these points will not be responded to, but will be forwarded to the relevant contact point.

Appendix I: Inappropriate use of Social Network Sites

Social media websites are being used increasingly to fuel campaigns and complaints against colleges, staff, and in some cases other parents/learners/citizens.

The Governors consider the use of social media websites being used in this way as unacceptable and not in the best interests of the learners, citizens or the whole College community.

Any concerns you may have must be made through the appropriate channels as highlighted in the earlier section, Guidance for Raising Concerns, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any learner/citizen or parent/carers of a learner/citizen at Portland College is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content, which can be posted, on the site and they provide robust mechanisms to report content or activity which breaches this. Portland College will also expect that any parent/carers or learner/citizen removes such comments immediately. In serious cases the college will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one learner/citizen or a parent/carers to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of bullying. Thankfully such incidents are extremely rare.

This policy will be subject to review every 2 years or following a change in legislation.