

Fairview Primary School



Communication with School and Parental Code of Conduct

Date Ratified: April 2026

Last Review Date: August 2026

To be reviewed: August 2029

Introduction

We believe all staff, parents and children are entitled to a safe, respectful and protective environment in which to work and learn. Behaviour that will cause harassment, alarm or distress to any member of our school community is contrary to the aims and values of the school and will not be tolerated.

The purpose of this policy is to remind all parents, carers, and visitors of the standard of conduct expected when engaging with the school and our staff. By working together, we can continue to inspire creativity, support growth and achieve excellence through a wealth of opportunities in every student's journey while ensuring the health, safety and wellbeing of all our pupils and staff.

Responsibilities

We expect parents, carers (and visitors as applicable) to:

- Respect our school Core Values.
- Understand that both school staff and parents need to work together for the benefit of their children.
- Demonstrate that **all** members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the school's view to bring about a peaceful resolution to any issue.
- Approach the school to help resolve any issues of concern (see Appendix 1).
- Avoid using staff as threats to admonish their child's behaviour.
- Correct own child's behaviour, especially in public, where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Minimise the spread of illness around school by ensuring their child remains at home for 48 hours following vomiting or diarrhoea.
- Immediately communicate any potential dangers or risks to a staff member.

Unacceptable Behaviour

To support a peaceful and safe school environment the school will not tolerate parents, carers and visitors exhibiting the following behaviours:

- Disruptive conduct that interferes with, or threatens to interfere with, the operation of a classroom, an employee's office, office area or any other area of the school grounds including sporting events, after-school activities or training sessions.
- The use of loud or offensive language, swearing, cursing, using profane language or displaying temper.

- Threatening, attempting or inflicting bodily harm to any member of school staff, Governor, visitor, fellow parent/ carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Sending abusive, threatening or intimidating emails or text/voicemail/phone messages or other written communication including through parental communication applications e.g. SeeSaw.
- Posting or sharing defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/ staff, at the school on Facebook or other social sites (see Appendix 2). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, Head of Key Stage, Vice Principal, Principal or the Chair of the Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching another person's child to discuss or reprimand 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, vaping and consumption of alcohol or other drugs whilst on school property or at the school gate.
- Dogs being brought on to school premises or premises being used by the school e.g. Hollinger Park for Sports Day.
- Parking or driving in a manner which endangers pupils and parents/carers as they arrive or depart from school, or causes an obstruction to residents.

Parents and carers are expected to ensure that anyone collecting children on their behalf is made aware of this policy.

The health, safety and wellbeing of all pupils, staff and visitors to the premises and grounds of Fairview Primary School remains our top priority. This policy has been developed and adopted by the staff and Governors with reference to the advice and procedures from the Education Authority and the Department of Education.

As Health and Safety and Safeguarding are our top priorities every day, this policy and the procedures within it should not be seen as a 'stand alone' document but rather as one which advises all policies, procedures and routines in school.

In line with the Education Authority – North Eastern Region's recommendations, the Board of Governors reserves the right to implement appropriate measures to address any serious situation where the actions or behaviour of a parent, carer, or visitor may amount to harassment of staff, pupils or other members of the public.

Depending on the nature and severity of the incident, the following steps may be taken:

- A phone call from the Principal.
- A formal letter from the Principal and Chair of Governors highlighting the inappropriate communication or behaviour and outlining next steps.
- A request for the parent/carer to attend a meeting with the Principal and a Governor Sub Committee.
- Temporary withdrawal of access to specific communication channels e.g. Seesaw.
- Direction for any individual causing disruption or harassment to leave the school premises immediately; the PSNI will be contacted if necessary.
- Formal written notification barring the individual from entering the school site or any venue used by school pupils (e.g. sports grounds or school trips).

Please note that, depending on the situation, these steps may not always be applied sequentially.

Thankfully, such situations are extremely rare in the school system, and we trust that they will remain so in the context of our school.

Appendix 1

Communication with School

At Fairview Primary School, we are continually seeking to strengthen communication between home and school.

It is each parent/carer's responsibility to ensure that the school has an up to date email address. The fortnightly newsletter will be sent by email. Please contact the office if you **have not** received the newsletter electronically and you have checked your junk or spam folder (we have found this can be the case, especially with @gmail).

The newsletter provides important updates on recent school activities and upcoming events. It is the main source of school information, alongside our **Facebook page** and **school website**.

Use of Seesaw App

We will continue to use Seesaw as our main platform for sharing learning and messages between school and home. This platform allows pupils, parents, and staff to engage in an online environment that:

- Empowers children to take ownership of their learning and to reflect on their progress over time.
- Inspires pupils to try their best by providing an audience for their work beyond the classroom.
- Create a meaningful home-school connection so that parents and carers can better support their child's learning.

Parents/Carers should make use of Seesaw:

- to leave encouraging comments on their child's work.
- to contact the class teacher about an absence or advance notice of change to collection arrangements or appointments.
- to inform the teacher about minor issues which do not require a call back e.g. difficulties with homework or a pupil not feeling well.
- to request a call back with the teacher or an appointment.

If you have a concern about something that has happened in class or school, please **do not** detail this on Seesaw. Instead, request a call back from the class teacher or contact the school office directly.

Contacting School

The Department of Education, employing authorities, sectoral support bodies and teacher unions have jointly acknowledged the increasing demands placed on school-based staff. In support of staff wellbeing and to help manage workload effectively, schools have been asked to clearly communicate their normal operating hours and the appropriate ways for parents and carers to get in touch.

Please note the following: Normal Operating Hours

- Monday: 8.30am – 4pm
- Tuesday: 8.30am – 4pm
- Wednesday: 8.30am – 4pm
- Thursday: 8.30am – 4pm
- Friday: 8.30am – 3pm

If you need to get in touch with us, please use one of the following methods:

- Email: info@fairviewps.ballyclare.ni.sch.uk
- Phone: 028 9335 2094

Speaking with Your Child's Teacher

To speak with your child's teacher, **please contact the school office to arrange a meeting** or send a message via Seesaw asking the teacher for a call back. Class teachers **should not** be contacted directly to their work email. Any issues which arise are better spoken about, and subsequently dealt with, via phone call or face to face and not detailed in written communication in the first instance.

School staff are not expected or required to respond to communication from parents or others outside of the school's normal operating hours, except in the case of a critical incident. Should a major issue arise or you do not feel an issue has been dealt with satisfactorily, the **School Complaints Policy** may be requested and followed.

Contact the office directly for time sensitive matters, such as a change of gate or pick up. Teaching staff are not normally available to discuss a matter with or pass on a message to at drop off time in the morning. This should be done via the school office or with the senior teacher on duty in the back playground.

Teachers may not pick up Seesaw messages during the day. Please also be aware teachers will not be expected to access messages or reply outside their working hours. **The Seesaw messaging function is disabled from 4pm on a Friday until 8am on a Monday morning.** If you need to contact school urgently in the evening or over the weekend, contact the school office directly via:

info@fairviewps.ballyclare.ni.sch.uk

Appendix 2

Inappropriate Use of Social Network Sites

Social media platforms are increasingly being used to express opinions about schools, Principals, school staff, and in some cases other parents/students.

The Governors consider the use of social media in this way as unacceptable and not in the best interests of the children or the whole school community.

Any concerns you may have must be made through the appropriate channels - by speaking to the class teacher, Head of Key Stage, Vice Principal, Principal or the Chair of the Governors - so they can be dealt with fairly, appropriately and effectively for all concerned.

Misuse of Social Media

In the event that any student or parent/carer of a child/ren being educated in the school 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. The school will also expect that any parent/carer or student removes such comments immediately.

In serious cases the school 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 child or a parent to publicly humiliate another by using inappropriate comments on social media. We will take and deal with this as a serious incident of school bullying.

Thankfully, such incidents are extremely rare within our school community.