



# SHREWSBURY HIGH SCHOOL

## Parent and Carer Code of Conduct

### Introduction

At Shrewsbury High School, we are committed to providing a broad, challenging and inclusive education that enables every pupil to flourish. We are proud of our strong and supportive parent community and recognise that pupils thrive best when there is a positive and respectful partnership between home and school.

We warmly encourage parents and carers to be actively involved in the life of the School. In order to maintain a safe, calm and respectful environment in which effective teaching and learning can take place, it is important to set out clear expectations regarding the conduct of all members of our community, including staff, pupils, parents and carers.

This Code of Conduct outlines the standards of behaviour expected when engaging with the School, whether in person, in writing or online. It reflects the commitment made when accepting a place at Shrewsbury High School and supports the School in upholding its ethos, values and standards. By working together with mutual respect and understanding, we can ensure the best possible outcomes for our pupils.

### Raising Concerns and Complaints

The vast majority of interactions between parents, carers and the School are positive and constructive. This Code is **not intended to discourage parents or carers from raising legitimate concerns or complaints.**

We aim to resolve concerns informally wherever possible and encourage parents and carers to raise issues directly with the School in the first instance. Where a matter cannot be resolved informally, parents are asked to follow the School's **Parental Complaints Procedure**, which is available on the School website.

Individuals who are not parents or carers of a pupil at the School should address any concerns in writing to the Head, who will consider how best to respond.

We are grateful for the continued support and cooperation of our parent community and value our shared commitment to acting in the best interests of our pupils.

### Expectations of Behaviour

We respectfully ask all parents and carers to:

- Work in partnership with School staff, recognising that decisions are made using professional judgement and with pupils' best interests at heart
- Communicate in a polite, respectful and courteous manner, both in person and in writing
- Have reasonable expectations regarding the timing and nature of responses from staff
- Understand that particular outcomes or actions cannot be guaranteed
- Raise concerns directly with the School rather than through third parties or online platforms



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## **Unacceptable or Unreasonable Behaviour**

Shrewsbury High School is committed to providing a safe, respectful and supportive environment for all members of the school community. Behaviour that undermines this commitment will not be accepted.

Unacceptable or unreasonable behaviour includes, but is not limited to:

- Behaviour that adversely affects, or is likely to affect, the safety, welfare or dignity of any member of the school community, or that disrupts the normal operation of the School, including during school events, trips, sports fixtures or extra-curricular activities
- The use of offensive, discriminatory, harassing (including sexually harassing), abusive or intimidating language or behaviour
- Conduct that causes any individual to feel unsafe, threatened, intimidated, humiliated or distressed
- Sending abusive, threatening, or unreasonably frequent emails, messages or other written communications to staff or members of the school community
- Making covert or unauthorised recordings of meetings or conversations with School staff
- Making malicious, vexatious or knowingly false allegations about any member of the school community
- Attempting to involve the School in disputes or conflicts between parents
- Engaging with the School in a manner that is excessive, confrontational, unreasonable or aggressive, whether in person, by telephone or in writing

## **Online and Social Media Conduct**

We recognise that social media and messaging platforms (including WhatsApp) are widely used for communication. However, the School will not accept parents or carers posting or sharing content online that is defamatory, offensive or derogatory about:

- The School
- Members of staff
- Pupils
- Parents or carers within the school community

This includes written comments, images, videos or other digital content. Any form of online behaviour that constitutes harassment or cyberbullying will be addressed appropriately.

Parents and carers are expected to raise concerns or complaints directly with the School, either informally or through the Parental Complaints Procedure, so that issues can be dealt with promptly, fairly and constructively.

## **Final Statement**

Shrewsbury High School values its partnership with parents and carers and is committed to working collaboratively in a spirit of trust and mutual respect. By adhering to this Code of Conduct, we can ensure a positive, supportive and respectful community in which all pupils can thrive.