

CODE OF CONDUCT FOR PARENTS, GUARDIANS AND VISITORS

(Please also refer to the Terms & Conditions, which are also available on the School website)

New Hall School was founded in 1642 by the Canonesses of the Holy Sepulchre. They live a community life that is based on the rule of St Augustine of Hippo. There is much in this way of life that is still at the heart of all that we stand for today in the School community. Prayer is central to all we do. Hospitality and service to others mark the community that we wish to be.

As stated in the School's Mission & Ethos statement:

*New Hall, a Catholic boarding and day school, provides
the best start in life, enabling students
to meet confidently the challenges of the wider world.*

*Here **academic excellence** is achieved in surroundings
where relationships are based on
care, trust and respect.*

*We **welcome** students from many traditions,
building a Christian **community** that has at its heart
prayer and service to others.*

The distinctive nature of New Hall is that its life is based on the vision of Christ in which all learning, growing. Service, freedom and relationships are seen as part of a growth in the knowledge, love and experience of God. Our School should therefore be characterised by mutual trust, respect and concern if we are to teach students to learn, to serve, to forgive and to care. All who attend, work and live at New Hall will aim to uphold these ideals.

We will work to produce a community of:

- trust
- honesty
- respect for all
- respect for the environment
- service and care for others

In our community, we see Christ in everyone we meet so that:

- every student is treated as an individual
- students are able to grow and develop their potential, free from fear and bullying
- there is a partnership between home and school
- teachers are able to educate in an atmosphere of learning and co-operation

1 Rationale

At New Hall School, we believe in developing positive relationships with our parents, guardians and visitors. We recognise that educating children is a process that involves partnership between parents, teachers and the whole school community.

We know that from the outset, when we develop open, courteous and honest dialogues, we can work together with families to provide the excellent academic opportunities and outstanding pastoral care for which we are known.

The purpose of this policy is to provide guidance to all parents, guardians and visitors to New Hall School about expected conduct so that we can continue to work together to ensure a safe and positive environment for all members of our School community.

2 Aims

To ensure that parents, guardians and visitors treat each other, and members of our School community, with respect.

3 Expectation

In order to support a peaceful and safe school environment, New Hall School will not tolerate poor behaviour from parents, guardians and visitors, such as the following:

- Disruptive behaviour, which interferes or threatens to interfere with the operation of a classroom, an office or any other area of the School grounds. Using loud/or offensive language, swearing, cursing, or using profane language to a member of School staff, Governor, visitor, parent, guardian or student
- Threatening to cause actual bodily harm to a member of School staff, Governor, visitor, fellow parent/guardian or student
- The use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- Damaging or destroying School property
- Abusive or threatening emails or text/voicemail/phone messages or other written communication
- The use of physical aggression towards another adult or child. This includes physical punishment against a parent's own child on School premises
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards a parent's own child
- Smoking, vaping or consuming drugs whilst on School property or accessing the School site whilst intoxicated or under the influence of drugs
- Behaviour that would compromise the Health & Safety of staff, students and other visitors on site
- Behaviour that compromises the School's Data Protection responsibilities or discloses confidential agreements
- Providing false or misleading information to the School or failing to disclose information
- Failure to respect the School's need to remain neutral in the case of family disputes – please refer to the Change in Family Circumstances Policy
- Breaking the speed limit, parking in unallocated zones and unauthorised parking on the School site (note that cars cannot be left in parking places after drop off e.g. to walk a dog)
- Failure to comply with directions from any member of School staff

This is not an exhaustive list but seeks to provide illustrations of poor behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the School has a duty of care to protect the children in our care from being exposed to such behaviour (whether or not directed at them).

Should any of the above behaviour occur on School premises, the School may feel it is necessary to contact the appropriate authorities and, if necessary, ban the offending adult/s from entering the School grounds. We trust that parents, guardians and visitors will support New Hall School with the implementation of this policy and we thank you for your continuing support.

4 Use of Social Media

New Hall School makes use of social media, to enable parents and guardians to receive and respond to messages and information regarding School events and positive contributions to the School's social media, such as X, are welcomed. However, if misused, the School community can be negatively affected. This conduct policy sets out clear procedures for how we expect parents and guardians to conduct themselves on social media and when using messenger apps, such as WhatsApp.

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

Any concerns parents or guardians may have about the School should be made through the appropriate channels by speaking to the Class Teacher, Tutor, Head of Year or member of the Senior Leadership Team, so that they can be dealt with fairly, appropriately and effectively for all concerned. Parents/guardians should not use social media as a medium to air a concern or grievance.

The School considers the following examples to be inappropriate uses of social media. (This list is not exhaustive and is intended to provide examples only):

- Defamatory, offensive or derogatory comments regarding the School or any of the children, parents, staff or Governors of New Hall School on WhatsApp or other social media sites
- Making false/vexatious allegations against members of the School community or recklessly repeating gossip/unsubstantiated allegations
- Identifying or posting images/videos of children
- Bringing the School into disrepute
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge School policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as intimidating staff, or using bad language
- Breaching School security procedures
- Behaviour that compromises the School's Data Protection responsibilities

At our School, we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately.

5 What Happens if Someone Breaches the Conduct Policy?

In the event of any parent, guardian or visitor of the School breaking this code, proportionate action 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 all cases of threats of violence and actual violence to any child, staff or Governor of the School. 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 tantamount to libel or slander, then the School will refer the matter to the School's lawyers for further action.

In cases where this policy has been broken but the breach was not a libellous, slanderous or criminal matter, then the School will send a formal letter to the parent, guardian or visitor with an invitation to a meeting.

If a parent or guardian refuses to attend the meeting, the School will issue a written instruction asking them to cease the behaviour causing concern and warn that, if they do not, they may be in breach of the School's terms and conditions and at risk of having their contract terminated by the School, in accordance with clause 9.2 of the School's standard Terms & Conditions (see point 6 below).

If a visitor refuses to attend the meeting, the School will issue a written instruction asking them to cease the behaviour causing concern and warn that if they do not, they may be issued with a ban to prohibit them from entering the School grounds to safeguard our School community. The duration of the ban will be dependent on the situation.

In the event of non-compliance with a banning order, the School would work with the Police or other relevant authorities to enforce any orders or take such further action as appropriate (this may include the enforcement of a restraining order to restrict access to the School site).

6 Moving between Divisions

As parents/guardians will be aware from Clause 5.11 of the Terms & Conditions, there is no automatic transfer for students between Divisions. The School is an academically selective school for ages 1-18 and there are expectations of good conduct which must also be met. Similarly, if there are concerns with regard to a parent's conduct towards staff, students, visitors or Governors, a student may not gain transfer to the next Division.

7 Termination of Contract Due to a Breach of the Conduct Policy

There is an expectation that parents and guardians will behave courteously, reasonably and with respect shown to staff and students at the School. If parents/guardians engage in aggressive, abusive, dishonest or obscene behaviour or language towards staff or other members of the School's community, this may constitute a fundamental breach of their agreement and contract with the School. As per Clause 9.22 of the Terms & Conditions, serious misconduct may result in termination of this agreement by the Principal, with or without notice (in the case of notice, this would be one full term). Regard will be given for the wellbeing and best interests of the student in relation to the timing of the student's departure and assistance with school transfer.