



**Circular No 2023/**  
*Lisnagarvey High School*  
*Warren Gardens*  
*LISBURN*  
*BT28 1HN*

# **Stakeholders, Parents, Carers & Visitors Guide & Code of Conduct**

**JP Sheerin**  
**Secretary to Board of Governors**

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## Rationale

At Lisnagarvey High School, we are fortunate to have a supportive parent/carer body. Our parents and carers recognise that educating children effectively is a process that involves partnership between parents, staff and the wider school community.

As partners, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons, we continue to welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this document is to provide a reminder to parents, carers and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual respect and understanding.

It should be noted that, where the term 'staff' is used in this document, this refers to all staff in the school, including administrative, ancillary, teaching and non-teaching staff.

## Guidance

**As well as following the guidance set out in our Home-School Agreement, we expect all stakeholders, parents, carers and visitors to adhere to the expectations we have for our whole school community:**

- a) Respect and model the caring, responsible and mutually respectful ethos of our school whenever on school premises or when communicating directly with the school.
- b) Seek to understand the perspectives of all parties concerned, before choosing to act.
- c) All groups requiring contact with teachers should understand that teaching staff are facilitating lessons during the school day and are largely not available to return phone calls or meet with parents/carers daily within timetabled periods. Furthermore, it should also be noted, that the vast majority of staff do not have telephones in their classrooms. Consequently, correspondence will most often happen outside the school day; this will often be during staff members' own time, so adequate respect for this time should be demonstrated.
- d) Understand that school staff and parents need to work **together** for the benefit of **all**. Although we seek to meet the needs of all individuals, parents and carers must understand that rules must be enforced fairly, and with equality in mind.
- e) Demonstrate that **all** members of the school community: pupils, staff and parents, should be treated with respect and therefore set a good example in their own speech, conduct and behaviour.
- f) Approach the right member of school staff to help resolve any issues or concern. There are clear guidelines about which staff member to contact about specific issues on the 'Knowing Who to Contact' document.
- g) Any matters you wish to discuss, whether they are positive or regarding concerns, must be conveyed by contacting the school office or by emailing the school's administration inbox on [info@lisnagarvey.lisburn.ni.sch.uk](mailto:info@lisnagarvey.lisburn.ni.sch.uk). The office staff will then field the message to the appropriate staff member.
- h) Where a face-to-face appointment or phone call is requested, this request must also be conveyed via the school office or by emailing the school's administration inbox on [info@lisnagarvey.lisburn.ni.sch.uk](mailto:info@lisnagarvey.lisburn.ni.sch.uk). Any requests for a telephone call or meeting made to the office must outline the reason for the request. Again, the office staff will then field the message to the appropriate staff member. Where possible, the staff member will endeavour to fulfil your request, but it should be noted that this may not always be possible, for the reasons already outlined in point c).

**In order to support a purposeful, peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:**

- I. Acting in any way that shows a lack of consideration for the guidance in points a)-h) above.
- II. Breaching school security procedures, e.g. entering the school building without signing in at reception.
- III. Attempts to gain entry to any part of the school in disregard of security procedures outlined by Child Protection guidelines or without permission and appropriate supervision.
- IV. 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 school grounds including team matches.
- V. Using loud/or offensive language, swearing, cursing, using profane language or displaying aggressive mannerisms and temper.
- VI. Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- VII. Abusive, persistent or threatening e-mails or text/voicemail/phone messages or other written communication.
- VIII. Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff, at the school on Facebook or other social sites (see additional advice regarding Social Media). Any matters you wish to discuss, must be conveyed by contacting the school office or by emailing the school's administration inbox on [info@lisnagarvey.lisburn.ni.sch.uk](mailto:info@lisnagarvey.lisburn.ni.sch.uk). The office staff will then field the message to the appropriate staff member. Please note: Google Classroom is not a means for parents to contact staff. NB: if a message is sent via Teachers 2 Parents, our texting system, it is unlikely the staff member will see it, unless they have been informed there is a message there. This is because the system does not provide notifications or individual inboxes for staff.
- IX. The use of physical aggression towards another adult or child.
- X. 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 unwelcomed, unscheduled and unwanted approach to a child may be viewed by the child's parents as constituting assault on that child and may have further consequences involving external agencies, PSNI, Social Services etc. In accordance with Lisburn PSNI this includes aggressive behaviour on social media. Further information on social media is outlined below.

Should **any** of the above behaviour occur, the school may feel it is necessary to contact the appropriate authorities. Furthermore, we reserve the right to withdraw the licence of any individual from accessing the premises who acts in a manner and conduct which the whole school community, including Governors, find unacceptable. In cases in which an individual staff member experiences abusive, combative or contemptuous behaviour from a parent or carer, including any comments of a personal nature, they too reserve the right to refuse any direct future communication.

### **Inappropriate use of Social Media**

Social media websites are being used inaccurately in the stating of false complaints against schools to share inappropriate information, e.g. naming children involved in incidences, sharing confidential GDPR information regarding an aspect of school life, making allegations or accusations or sharing false news. Lisnagarvey High School considers the use of social media websites or applications in this way as completely unacceptable and not in the best interests of the children or the whole school community. It should be noted that we have one official social media channel: the Lisnagarvey High School Facebook Page. Creation of any unofficial social media channel, bearing our name, an allusion to our name and/or our school badge, is strictly prohibited; matters such as this will be dealt with as serious incidents and the PSNI will be involved. Furthermore, use of photographs of staff, from the official social media page, school website or otherwise is also strictly prohibited and will also be dealt with as a serious incident.

In the event that any pupil or parent/carer of a child/ren is found to be posting libellous or defamatory comments on Facebook or other social network sites or apps, 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 contact or activity which breaches this. Furthermore, it should be noted that our own official site is also moderated by Facebook. This means that comments deemed inappropriate by Facebook may be automatically removed without our knowledge.

In serious and/or repeated 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 use of social media/internet to publicly humiliate any member of our school community by inappropriate social network entry. We will take and deal with this as a serious incident.

We trust that parents and carers will assist our school with the implementation of this code of conduct and we thank you for your continuing support.