



The Hive Federation

**of Brundall and St William's Primary Schools**  
Family Code of Conduct

In the Hive Federation, we believe that children learn best, and staff work best, in a safe and supportive environment based on mutual respect and trust. This is underpinned by effective partnerships between families, staff and the wider community. High standards of behaviour are expected of pupils; staff are expected to behave professionally at all times. Working in partnership with families will have the most significant impact on children's outcomes. In making the choice for children to attend our schools, families are committing to these values and to respecting all the staff working in our schools.

Everyone – our children, staff, families, governors, contractors and visitors – will be shown care, courtesy and consideration by others at all times. We expect this in our building and in our grounds as well as in written communications, in the local community and on social media.

This Code complements the school's Complaints Policy which can be found on the schools' websites.

We expect all members of our school community to:

- Respect and uphold the values and ethos of the Federation and its schools
- Work together with school staff
- Treat all members of the school community with respect, using an appropriate manner, language and behaviour at all times
- Respect our open door policy and use appropriate layers of communication as stated on our website

In order to uphold the schools' values and ethos, the following constitute unacceptable behaviour:

- Disruptive or other inappropriate behaviour which impacts or threatens to impact on the day to day running of the school
- Using loud or offensive language or displaying temper
- Threatening, in any way, a member of school staff or other members of the school community
- Using physical or verbal aggression towards another adult or child, including physical punishment of their own child on school premises
- Any other behaviour, verbal or otherwise, which could be considered to be inappropriate, offensive or abusive
- Sending abusive or threatening communications to the school, including those which are derogatory, contain put-downs or are disrespectful in tone or content
- Defamatory, offensive or derogatory comments regarding the school or any of its pupils and staff in WhatsApp groups, on Facebook or on other social media platforms
- Damaging or destroying school property

Please note that this is not an exhaustive list

If a face to face conversation on the school grounds is not appropriate in tone or is not appropriate in front of children, staff members will stop the conversation and ask that a meeting is arranged to talk the issues through. Children should not be party to negative or potentially sensitive conversations.

We ask that social media, whether public or private, is not used for campaigns against the school, staff or other members of the school community. We take inappropriate use of social media very seriously, particularly when it is used to humiliate or criticise. Social media is not the correct forum to air any concerns or grievances.

As a result of inappropriate behaviours, we can take the following steps. These can apply whether the behaviour was in person, in communications or online:

- Refuse to respond to emails or have a discussion on the telephone unless issues are expressed in an appropriate manner and using appropriate language.
- Send a formal letter requesting a meeting to address any issues raised in person or on social media.
- Ban individuals from the premises, including from school events, until any issues are resolved to the school's satisfaction.
- Inform the police of any ban from the premises so they can support the school with this.
- Contact the police to report any incident that could have broken the law.

Working in partnership with our families is important to us to ensure the best outcomes for all children.

We thank you for your support.

We are all here to make great schools within happy, strong communities so that all of us can live our lives to the full, now and in the future.

We believe that every child deserves a primary school experience that supports their social and emotional development and well being as well as their academic progress. They should be able to flourish as they move through school, having a wide range of opportunities and experiences that not only prepare them for their future but that make life fun and exciting right now! We work closely with families, offering help and support where it is needed, ensuring they are fully involved in the work of the school, with all the benefits this brings for all of us. Each school has a hugely positive atmosphere, with every member of staff adding to this culture and modelling the behaviours we want to see in others. Each school plays an active part in its local community and welcomes that community to contribute to the rich range of activity it provides.

