



PARENTAL CONDUCT / EXPECTATIONS

As a school we promote respect, honesty, politeness and positive communication. Sometimes things don't always go the way we hope and difficult conversations have to take place. These conversations are always approached with collaboration and problem solving as their focus.

We are here to help and support families that work with us. Here are the expectations we have at Ysgol Bryn Hedydd.

SeeSaw

SeeSaw is a wonderful app that we have adopted to share and communicate with parents and carers, bringing you into school life. We want to continue developing its use, but we also need to establish clear guidelines to ensure it remains a positive platform for everyone.

1. SeeSaw is for sharing information, children's' work and progress and for messages from parents about incidental things such as PE day queries or positive comments about work etc.
2. SeeSaw is not the forum to share concerns about your child's education, wellbeing or behaviour. Please make an appointment to see your teacher. This can be done through SeeSaw.
3. Staff will not be able to respond to messages instantly – they have classes to teach and work to do and cannot always reply. They will see the messages but not always straight away. If it is urgent – please call the office.
4. If parents write abusive, demanding, threatening or rude messages you will be removed from the app for a fixed period or possibly permanently. SeeSaw access is not a right.
5. Face to face/phone call meetings are the best way to sort any problems. Text is easy to misinterpret and can cause unnecessary problems.
6. SeeSaw is to be used during office hours by staff between 8:30am and 4:30pm.

On the yard/school grounds

1. Teachers are available to speak to briefly at the beginning of the day but they have 30 children to teach / look after and cannot offer extended time without prior arrangements/appointments.
2. Parents cannot approach and speak to children that are not their own whilst on school grounds. If there is a concern, please make a member of staff aware.
3. Parents cannot use bad language on the school grounds as no one sends their child to school to hear this. You will be asked to stop, leave the grounds or be banned from the site.
4. Parents that are aggressive, intimidating, shouting, behave unreasonably towards staff, other parents or children will be asked to leave the school site. If they refuse, the Police will be called and they will be banned from the school grounds for a fixed period or permanently.
5. Parents that deliberately, loudly bad mouth staff, the school or undermine the school so that others can hear will also be removed or banned from the school grounds. This behaviour is unacceptable. Please make appointments to discuss any concerns. We are here to help.

WhatsApp / Social Media

1. WhatsApp/social media is not a place to air perceived grievances, rile people up and write vile things about staff, parents, children or the school. If there's a concern please come and talk to us as we want to work with you.
2. The problems that can be caused within school due to parental social media groups is unacceptable and staff will not be expected to deal with these issues or put up with any abuse or vexatious allegations.
3. If any of the unacceptable content about the staff, school or children in the messages is shared with us, they will be forwarded to the relevant authorities.
4. If you are concerned about something you've seen a parent post on social media and feel it might be a serious or legal issue you can report this to the Headteacher/Governors.

Face to face / Phone calls

1. We will not accept foul language from parents/carers especially in front of children and we will terminate the meeting.
2. Threats of any kind will not be tolerated. We promote respect and politeness at Ysgol Bryn Hedydd.
3. We will not accept abusive language, shouting, degrading, rude behaviour and will terminate the meeting / phone call immediately after informing you of the reason.
4. Meetings / phone calls will be organised for mutually convenient times. They won't always be immediate as the staff have classes to teach and other commitments.
5. If parents/carers fail to follow our expectations we can refuse to meet with them and put an action plan in place for limited contact or ultimately parents being banned from the school.