



Redbourn Primary School PTA

Code of Conduct



Introduction

This Code of Conduct provides guidelines for both committee and non-committee members of Redbourn Primary School Parent Teacher Association (PTA).

All PTA committee members work on behalf of the PTA on a voluntary basis. In order for the PTA to function successfully it is essential that all members agree to follow these guidelines while in acting in association with the PTA.

As committee members we understand it is our duty to make decisions that are in the best interests of the PTA. We know that where any of us hold a personal or other interest, this will stop us from achieving this duty and acting in the best interest of our PTA.

These guidelines describe the basic expectations for behaviour and the importance for all members to conduct themselves professionally and ethically, and will run alongside our constitution, which is a legally binding document.

The Code

- Any parent or guardian of a pupil attending Redbourn Primary School and all members of school staff are welcome to be members of the PTA, with the vested interest in enhancing the school for all pupils.
- All work done on behalf of the PTA is voluntary and is done for no personal gain.
- All members will act in the best interest of the PTA and the school.
- All members will be encouraged to make relevant and positive contributions to meetings they attend.
- All members have the right to be heard and must respect each other's opinions.
- All members have the right to communicate together responsibly using the methods outlined below. Any matters relating to the school, should be directed to the school office via admin@redbournprimary.co.uk .
 - The PTA committee has a **WhatsApp group** for day to day communications. Subcommittees may choose to form specific groups for events. It is expected that PTA members follow the Redbourn Primary School Parent Groups Guide to WhatsApp Communications. A summary is in the appendix 1.
 - There is a central **PTA email address** to be used for communications with the PTA Committee -redbournpta@gmail.com . Any items emailed through to the PTA email address may not be answered immediately. All committee members work on behalf of the PTA on a voluntary basis, in their free time and may not be able to address

issues straight away. Any query raised will need to be discussed by the committee and if necessary will be added to their next meeting agenda.

- The committee will work to the rules stated in their constitution. As per the constitution, decisions will be made by a majority vote of the elected committee members. The committee may from time to time consult with the wider membership, however the committee's decision is final.
- All members must ensure that any material or discussion of a confidential nature, especially matters concerning individual staff, pupils or parents/guardians, is confined to the meeting, attended only by elected committee members. Names will be blacked out of the meeting minutes, if necessary.
- The committee should be made aware of any conflict of interest and the person involved should withdraw from any discussion pertaining to that subject.
- All members must respect the School and personal property.
- All paperwork and assets relating to the PTA are the property of the PTA, and not that of the individual. When leaving the PTA, a member should return any relevant paperwork or assets to the PTA Committee.
- Should it be deemed by the committee that any member has disregarded this code or their actions have brought the PTA or the school into disrepute, the committee has the right to exclude that member from future involvement. The procedure for removal of a PTA member or PTA committee member is stated in the constitution.
- At events we wish to prevent any complaint/conflict, so being respectful at all times, working as part of a team and ensuring a safe environment is paramount
- During any event where there has been a breakdown of communication amongst volunteers it must be raised with the event lead in the first instance and escalated to the committee to help be resolved and volunteers feel supported. Support may not be able to be provided instantly, there will be an ambition of providing support within 14 school days.
- Our PTA takes the following steps to identify and deal with any complaint made against the PTA by making all new committee members aware of this Code of Conduct.

How to raise a concern or complaint?

It is recognised that complaints may arise, either about a committee decision or individual committee members. In the event of a concern or a complaint:

- Concerns or complaints should be made in writing to the committee and sent, in the first instance, to the Chairperson via redbournpta@gmail.com . If the concern or complaint is regarding the elected Chairperson, then it may be passed to another elected committee member via admin@redbournprimary.co.uk or to the school office for the attention of the Headteacher via sbm@redbournprimary.co.uk .
- The complaint shall be acknowledged within 7 school days.
- The Chairperson will reply to the concern/complaint, having satisfied themselves as to the nature of the complaint and if or when the committee have agreed an action for its outcome,

within 28 school days of receipt of the complaint in writing. In the event that the complaint is made about the Chairperson, the vice chair, secretary or treasurer will perform the above role within the same timescale.

- If the matter is not resolved or is about all four positions listed above, the RPTA committee will meet to decide the response and then follow the Redbourn Primary School complaints procedure which escalates any issues to the Head Teacher who will respond within 28 school days.
- The PTA would expect that the vast majority of all complaints about the service from the PTA could be resolved at the first point of contact.
- If a meeting is arranged for the complainant to meet with the committee/Headteacher, the complainant may bring additional representatives with them. The complainant is also required to supply any documentation or evidence that they wish the committee to view at least 7 school days prior to the meeting.
- At the meeting the complainant should detail their grounds for complaint and the PTA may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by the PTA in response to a complaint will be confirmed in writing within 14 school days of the meeting, with details of any action to be taken.

Date Adopted: March 2025

Date for review: March 2028

Appendix 1 – Redbourn Primary School Parent Groups Guide to WhatsApp Communications (adapted)

The following guidelines will help to ensure the smooth running of the PTA WhatsApp group:

- To be used only for information relating to the PTA.
- Not to be used as a forum for personal views or speculation on any specific person, individual or in a group.
- Not to be used for messages relating to the promotion of businesses or personal causes outside the school.
- To be used, when possible, between the hours of 7am and 10pm.
- To be respectful and inclusive to all.
- To be used in a positive nature and any personal complaints/issues to be directed to the PTA Chair or the school accordingly.
- The group is intended to be self-policing and all members should take responsibility for their own code of conduct and use the group respectfully. If there is content that makes you uncomfortable, speak to the PTA Chair.