



# Parent Code of Conduct

## 1. Purpose and scope

At our schools we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff Code of Conduct) and pupils (through our Behaviour Policy).

This Code of Conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour. By enrolling children at the school, parents and carers agree to adhere to the expectations set out in this document.

For the purpose of this document, we use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

## 2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Respect the professional integrity of staff
- Treat all members of the school community with respect – setting a good example with speech and behaviour, whether face to face or via other forms of communication such as telephone or email
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Correct the behaviour of their own child (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern
- Understand that staff will respond to emails within working hours and in order of urgency; it may take up to 2 working days to respond to emails
- Support the school's policies

<b>Next Review Date</b>	May 2027	<b>Version</b>	2	<b>Approval Date</b>	20/05/2025
<b>Review Cycle</b>	2 years	<b>Owner</b>	COO	<b>Approval Body</b>	Trust Board

### 3. Behaviour that will not be tolerated

- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Unnecessarily persistent complaints or emails
- Writing offensive/insulting/rude emails to members of staff at school
- Damaging or destroying school property
- Bringing dogs onto the school premises (other than guide dogs)
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to the attention of a member of staff
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Turning up in Reception and demanding to see a member of staff immediately (when they are likely to be teaching or in a meeting)
- Picking up a child without us knowing during lesson time
- Texting or emailing children during the school day, despite mobile phone bans, with an expectation that messages will be read during the school day
- Advocating breaches of school rules including uniform
- Refusal to support school rules which comply with the law (e.g. detentions)
- Expecting immediate contact from school staff (not in line with our communication policy)

The Acer Trust Violence Against Staff Policy sets out our approach to violent, aggressive or threatening behaviour towards staff.

### 4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent in to school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.

Our main aim is to develop a good working relationship with parents and carers. We hope that you understand our need for guidance in this area to ensure we can provide a productive and safe environment for our school community. We trust that you will assist the school with the implementation of this policy and we thank you for your continuing support.

