



Parent /Carer Code of Conduct

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Introduction

- 1 We are very fortunate to have a supportive and friendly parent and carer body. Parents and carers, from this point will be referred to as parents
- 2 Our parents recognise that educating children is a process that involves partnership between parents, teachers, and the academy community.
- 3 As a partnership, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood.
- 4 We endeavour to maintain positive relationships with parents and visitors. We are committed to resolving difficulties in a constructive manner through open, positive communication.
- 5 For these reasons we continue to welcome and encourage parents to participate fully in the life of our academy.

Purpose and Scope

- 6 The purpose of this policy is to provide a reminder to all parents and visitors to our academy about the expected conduct. This is so we can continue to flourish, progress, and achieve in an atmosphere of mutual understanding.
- 7 Our values and ethos require that all members of our school community can expect to be treated reasonably and with respect. The Academy also has a duty of care to its employees and volunteers to protect them from behaviour, which is rude, intimidating, abusive, aggressive or threatening.

Guidance

- 8 We expect parents and visitors to:
 - Respect the expectations and values of our academy
 - Understand that both academy staff and parents need to work together for the benefit of their children
 - Demonstrate that all members of the academy community should be treated with respect and therefore set a good example in their own behaviour and conduct especially in front of children
 - Seek to clarify a child's version of events with the academy's view in order to bring about a peaceful solution to any issue
 - Correct their child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour
 - Approach the academy directly to help resolve any issues of concern, rather than posting on social media etc.
 - Avoid using staff as threats to criticise children's behaviour
 - Contact the main office to make an appointment in the first instance. The query will then be passed on to the appropriate member of academy staff to help resolve any issues of concern.
 - Recognise that academy staff have many competing duties during a typical day which may mean that they are not immediately available. Staff should not be expected to respond to a query within an unrealistic time-frame e.g., staff may not be able to respond on the same day

9 Behaviour that will not be tolerated includes:

- Disrupting, or threatening to disrupt academy operations (including events on the academy grounds and sports team matches)
- Swearing or using offensive language
- Displaying a temper, or shouting at members of staff, students or other parents
- Threatening any member of the academy community
- Sending abusive messages to another member of the academy community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments regarding our academy or any of its students, parents or staff on Facebook or other social media platforms. (See Appendix 1). Any concerns you may have about the academy must be shared through the appropriate channels by speaking to the academy, so this can be dealt with fairly, appropriately and effectively for all concerned
- Demanding to remove your child without an appointment or prior notice
- The use of physical or verbal aggression towards another adult or child
- Approaching someone else's child or their parent/carer in order to chastise them on account of the actions of this child towards their own child. Such an approach to a child may be seen to be an assault on that child and may have legal consequences.
- Physical intimidation e.g. standing close, blocking exit
- Language or actions which breach our commitment to equality and diversity, for example, racist, sexist, LGBTQ-phobic
- Defamatory, offensive or derogatory comments (direct or implied) about any member of the school community, including unfounded and/or blanket comments about the professional competency or motivation of staff or volunteers
- Smoking and consumption of alcohol or other drugs whilst on academy property
- Bringing dogs or other animals onto the academy premises (other than guide/service dogs).

10 This applies to personal interaction and all telephone, email, text, letter or social media communications.

11 Should any of the above behaviour occur on academy premises, we may feel it is necessary to contact the appropriate authorities and if necessary, ban the offending adult from entering the academy grounds.

12 We trust that parents will assist our academy with the implementation of this policy, and we thank you for your continuing support of Alderbrook Academy.

Appendix 1: Inappropriate use of social media platforms

- 1 Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, Heads of School, academy staff, and in some cases other parents/carers or students.
- 2 The Trust Board and SLT considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole academy community. Any concerns you may have must be made through the appropriate channels by speaking to the Head of Year, the Headteacher or by following our Complaints Policy, so they can be dealt with fairly, appropriately and effectively for all concerned.
- 3 In the event that any student or parent of a child being educated in the academy is found to be posting libellous or defamatory comments on Facebook or other social network sites, 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 content or activity which breaches this. The academy will also expect that any parent/carer or student removes such comments immediately.
- 4 In serious cases, the academy will also consider its legal options to deal with any such misuse of social networking and other sites.
- 5 Inappropriate social media comments which seek to publicly humiliate children or their parents / carers may constitute cyber bullying and will be dealt with as such.
- 6 We would expect that parents would make all persons responsible for collecting children aware of this policy.

Breaching the Code of Conduct

- 7 If the academy suspects, or becomes aware, that a parent has breached the code of conduct, the academy will gather information from those involved and speak to the parent about the incident. Depending on the nature of the incident, the academy may then:
 - Invite the parent into the academy to meet with a senior member of staff or the headteacher
 - Send a warning letter to the parent/carer
 - Contact the appropriate authorities (in cases of criminal behaviour)
 - Seek advice from the academy's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
 - Ban the parent from the site (usually for a limited period in the first instance)
- 8 The academy 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 site.

Complaints

- 9 This Code of Conduct does not prevent parents or visitors raising legitimate concerns or complaints. Concerns and complaints can be resolved through constructive, open dialogue with members of staff, or by following the procedures in the Complaints Policy.