



## PARENT CODE OF CONDUCT

**MAY 2024**

Document Details	
Policy author	Director of Operations
Authorised By	Trust Board
Date of Approval	May 2024
Date for Review	3 years

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# 1. PURPOSE AND SCOPE

At Hope Learning Community, 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, volunteers and parents
- Model appropriate behaviour for our pupils at all times
- Demonstrate the Trust's core values, Respect, Excellence and Friendship

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.

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
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (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

## 3. BEHAVIOUR THAT WILL NOT BE TOLERATED

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent, or student, regardless of whether or not the behaviour constitutes a criminal offence
- Displaying a temper, or shouting at members of staff, pupils, or other parents
- Threatening another member of the school community, including staff and volunteers
- Damaging or destroying school property

- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication including social media
- Posting defamatory, offensive, or derogatory comments about the school, its staff, or any member of its community, on social media platforms (see appendix A)
- Unreasonable demands upon school staff to respond to a parental query, or expectations for staff to communicate outside of normal working hours
- The school does not permit electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved, and in agreement with senior managers
- Use of physical punishment against your child
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs and therapy dogs)

Should any of the above behaviour occur on school premises, the school may take any of the following actions:

- Ending a meeting if this behaviour is displayed
- Not replying to communications that are offensive, abusive, or derogatory
- Insist that the adult communicates with the school through one member of staff only
- Contact the appropriate authorities
- Consider banning the offending adult from entering the school grounds

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

## 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
- Limit contact by nominating a key member of staff to communicate with
- Invite the parent into school to meet with a senior member of staff or the headteacher/ Head of School/College
- 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/ Head of School/College in conjunction with the CEO.

The Headteacher/ Head of School/College will consult the CEO and chair of governors before banning a parent from the school site.

In the case of a parent being banned from the school site, this will be reported to the Board of Trustees at the next meeting.

## APPENDIX A : INAPPROPRIATE USE OF SOCIAL MEDIA

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/students. The Governors considers the use of social media websites or apps being used in this way as unacceptable and not in the best interests of the students or the whole school community.( See also Hope Learning Community Social Media Policy)

Any concerns you may have must be made through the appropriate channels by speaking to the appropriate member of staff, so they can be dealt with fairly, appropriately, and effectively for all concerned.

### **'Think before you post'**

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents, or children.

