



Parent/Carer/Visitor Code of Conduct

Last reviewed	November 2024
Reviewed by	SLT
Approved by	SLT
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Policy owner	CEO
Location	Website

At Staffordshire University Academies Trust, we are very fortunate to have supportive and friendly parent communities. Our parents/carers recognise that educating children is a process that involves partnership between parents/carers, class teachers and the academy community. As a partnership, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons, we continue to welcome and encourage parents/carers to participate in the life of our academies.

The purpose of this document is to communicate to all parents, carers, and visitors to our academies about expected conduct. This is so we can continue to flourish, progress, and achieve in an atmosphere of mutual understanding.

Guidance

We expect parents, carers and visitors to:

- Adhere to Academy and SUAT policies, procedures & protocols (all available on website via www.suatrust.co.uk)
- Respect the caring ethos of the academy
- Understand that both teachers and parents/carers need to work together for the benefit of children and to resolve any issues of concern.
- Demonstrate that all members of the academy community should be treated with respect and therefore set a good example in their own conduct and behaviour
- 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 own child's behaviour where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour
- Approach the academy calmly to resolve any issues of concern
- Avoid using staff as threats to admonish children's behaviour
- Respect the Academy's property and environment by keeping it clean and tidy.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Treat all LAC members, staff members, pupils, parents, carers and any members of the Academy community with dignity and respect.
- Follow the Academy's parking rules and procedures for dropping-off and collecting pupils from school.
- Dress in an appropriate manner when on the Academy premises and attending Academy events, and ensure their dress and appearance reflects that they are role models for pupils, e.g. parents may not wear nightwear when dropping-off or collecting pupils.

Parents, carers and visitors are required to act in accordance with all relevant Trust policies and procedures at all times including, but not limited to, the following:

- Photography and Images Policy
- Health and Safety Policy
- Drug and Alcohol Policy
- Social Media Policy

The Trust takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened or unsafe.

In order to support a peaceful, safe and respectful school environment, the Trust will not tolerate:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom,
- an employee's office or any other area of an academy's grounds.
- Using loud or offensive language, swearing, cursing, using profane language or displaying temper, spitting.
- Using racist and/or discriminatory language or behaviours.
- Using aggressive hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the school community, including pupils, staff, governors and other parents
- Threatening to do actual bodily harm to a member of academy staff, LAC member, visitor, fellow
- parent/carer or pupil, regardless of whether the behaviour constitutes a criminal offence.
- Damaging or destroying academy property.
- Abusive or threatening e-mails, texts, voicemails, phone messages or other written communication.
- Recording any staff member without their written permission, whether this be via video footage or voice notes.
- Defamatory, offensive, or derogatory comments regarding an academy, the Trust, or any of the pupils/parents/staff at the Academy via online environments or other social sites (See Appendix 1). Any concerns that a parent/carer/visitor may have about an academy must be made through the appropriate channels by speaking to the class teacher, academy leaders, the Principal/Headteacher or the Chair of our Local Academy Council so they can be dealt with fairly, appropriately and effectively for all concerned. Any complaints must follow the appropriate procedures via the Trust Complaints Policy, which is located on the website.
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on academy premises.
- Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the Academy's operations or activities
- Approaching someone else's child in order to discuss or chastise them because 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).
- Smoking, vaping and consumption of alcohol or other drugs whilst on academy property.
- Trespassing on Academy property without prior permission or implied licence

- Driving unsafely within the vicinity of the Academy
- Arriving on Academy premises partially clothed

Should **any** of the above behaviours occur on academy premises, the academy and / or Trust may feel it is necessary to contact the appropriate authorities and, if necessary, ban the offending person from entering the academy grounds.

We trust that parents, carers and visitors will assist academies with the implementation of this code as it allows us all to put our energies into the education and well-being of children and we thank you for your continuing support in this.

Inappropriate use of Social Network Sites

In the event that any pupil or parent/carer of a child/ren being educated at an academy, or visitors to an academy, are found to be posting libellous or defamatory comments online or on social networking sites, they will be reported to the appropriate 'report abuse' section of the network site, or the police if necessary, by the academy. All social network sites have clear rules about the content that can be posted on the site, and they provide robust mechanisms to report contact or activity that breaches this. The academy will also expect that any parent/carer or pupil, or visitors, remove such comments immediately.

In serious cases, the academy and/or Trust will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by one child or a parent to publicly humiliate and/or disrespect another by inappropriate social network entry. We will take and deal with this as a serious incident and investigate bullying. Thankfully, such incidents are extremely rare.

We would expect that parents/carers would make all persons responsible for collecting children aware of this policy.

Managing Inappropriate Behaviour

If a parent is behaving inappropriately, a report will be made to the Headteacher / Principal or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Parents will raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher or the Headteacher / Principal and will not approach the parent themselves.

Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent has behaved inappropriately, they will be invited to a meeting by the Headteacher/ Principal to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the Headteacher / Principal, in collaboration with other staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the parent from the premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent's channels of communication to the Academy e.g. no longer allowing the parent to send emails to a staff member directly
- Reporting content the parent has posted online to the website's admin
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children

Any child protection and safeguarding concerns will be addressed in accordance with the Trust's Safeguarding Policy.

Academies reserve the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary. The police will be contacted where a parent is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent has been previously barred from the premises, or has exceeded their implied access to the premises and is causing a disturbance, the police will be contacted to remove the individual from the premises.

If concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises, in line with the [Barring from the school premises](#) section of this policy.

Barring from the Premises

Academies the right to bar a parent from the premises to keep the Academy community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.

If a parent persistently or consistently behaves inappropriately on an Academy site, or there is a one-off incident of extremely inappropriate behaviour, the Academy reserves the right to bar this individual from the site.

The Academy will either:

- Bar the individual temporarily, until the parent has had the opportunity to formally present their side.
- Inform the individual that they intend to bar them and invite them to present their side.

The Headteacher / Principal will send a letter to the individual, informing them of the following information:

- Why they have been temporarily barred or face a bar
- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made

- That they have the right to formally express their views on the decision to bar in writing to the chair of the LAC within 10 working days

The Headteacher's / Principal's decision to bar the parent will be reviewed by the LAC Chair where necessary.

The LAC Chair will take account of any representations made by the parent and decide whether to confirm or lift the bar. The individual will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the individual's conduct, it may be extended.

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they will be advised to seek independent legal advice.

Parent Code of Conduct Agreement

I _____ (name), parent of _____ (name of child),
declare that I have received, read and understood the terms and information within this code of
conduct.

I understand my obligations under this code of conduct and agree to comply fully with them. I will
ensure that my conduct does not breach this code in any way, including not:

- Being abusive or threatening to any member of the school community.
- Dressing in an inappropriate manner.
- Behaving inappropriately or aggressively in any way.
- Being discriminatory towards any member of the school community.
- Trespassing on the school property.
- Smoking, drinking alcohol or taking any illegal or harmful substances on the school premises.
- Sending inappropriate, abusive or aggressive messages to school staff.
- Requesting to 'follow' or 'friend' school staff on social media.
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Please return this slip to the main office as soon as possible.

Signed: _____

Printed: _____

Date: _____