



Extend Learning
Academies Network

Parent/Carer Code of Conduct

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Parent/Carer Code of Conduct

This Code of Conduct is an unsigned agreement between the parent, carer, visitor and school.

The purpose of this document is to communicate our expectations around the conduct of all parents, carers and visitors within our school. We ask that all members of our school community follow these principles:

- We all **respect** the ethos, vision, values of our school and everyone as an individual.
- Both parents/carers and staff **work together** in the best interests of **all pupils**.
- All members of the school community should be treated with respect and therefore we must all **do the right thing** and set a good example in our own behaviour.

In this context, threatening, violent or abusive behaviour, against any members of our school community, is unacceptable and will not be tolerated. All members of our community have a right to expect the school to be a safe place in which to work, learn and visit. Where the behaviour of parents/carers or visitors falls below expected standards, the school will take appropriate action.

Parent/Carer Conduct

Parent/carers are asked to communicate with each other, with other children, and with all members of staff in a respectful and courteous manner; a manner in which they themselves would wish to be addressed.

Parent/Carer Access

Our premises are open to parents and carers at drop-off in the morning (8:30 am to 9:00 am) and at pick up (3:00 pm to 3:30 pm). If a pupil is registered to attend breakfast or afterschool provision, these timings will extend to reflect the normal drop-off or collection times associated with these activities.

Behaviour that will not be tolerated

In order to support a safe school environment, we will not accept parents/carers or visitors exhibiting the following:

- Behaviour which disrupts or threatens to disrupt the school's normal operations or activities anywhere on the school premises or anywhere the school is being represented (sports and educational fixtures, educational trips etc.).
- Swearing, using offensive language or displaying anger or aggression towards any member of staff, pupils, parents/carers or any other member of the school community.
- Threatening a member of staff, visitor, fellow parent/carers or pupil in any way.
- Damaging or destroying school or personal property.
- Sending abusive or threatening messages to another member of the school community, including via text, email, social media or any other forms of communication.
- Posting defamatory, offensive or derogatory comments about the school, its staff, pupils or any member of its community, on social media platforms.
- The use of physical or verbal aggression towards another adult or child. This includes physical punishment of your own child while on school premises.
- Approaching another person's child to discuss or reprimand them – please bring any behaviour incidents to the attention of a member of staff.
- Smoking, taking illegal drugs or the consumption of alcohol on school premises.
- Bringing dogs on to the school premises (other than assistance and official school dogs).
- Entering the school premises without authorisation.

Inappropriate use of social media sites

We take any inappropriate use of social media very seriously.

Social media, whether public or private, should not be used to air concerns, complaints or grievances against the school, headteacher, school staff, parents/carers or pupils.

Any concerns you may have must be made through the appropriate channels by speaking with the class teacher or the headteacher (or another member of the senior leadership team in their absence), so any concerns can be dealt with fairly, appropriately and effectively and in line with agreed school policy.

Please see our [complaints policy](#).

We consider the following online activity as inappropriate:

- Identifying or posting images/videos of other people's children without prior permission.
- Abusive or personal comments about staff, governors, pupils or other parents.
- Bringing the school in disrepute.
- Posting defamatory or libellous comments.
- Emails circulated or sent directly with abusive or personal comments about staff or pupils.
- Using social media to publicly challenge school policies or discuss issues about individual pupils or members of staff.
- Threatening behaviour, intimidating staff or using bad language.
- Breaching school security procedures.

All social network sites have clear rules about the content which can be posted and they provide robust mechanisms to report content or activity which breaches this. The school will take action and report inappropriate comments/content and request that the posting be immediately removed.

To deliberately threaten, upset, harass, intimidate or embarrass someone else could be viewed as cyberbullying or harassment. Posting threatening, obscene or offensive comments online can potentially be considered a criminal offence and can therefore have serious consequences. Please raise any concerns directly with the school so we can work together to help resolve these.

Breaching the code of conduct

If the school suspects, or becomes aware, that a parent/carer 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/carer
- Invite the parent/carer into school to meet with the headteacher or a senior member of staff to discuss the incident
- 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/carer from the school premises
- 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.

All ELAN schools are committed to the highest possible standards in safeguarding and promoting the welfare of all staff and pupils. The school will deal with any reported incidents appropriately in line with the actions outlined above.

Appendix A – Parent Code of Conduct Poster

This parent code of conduct poster will be displayed around ELAN schools:



Appendix B - Template letters

Initial warning letter from the headteacher

Dear [parent name],

I am writing to you regarding your conduct on the school premises on [time and date].

[Summary of incident, including location, and the effect on staff, pupils and other parents.]

This behaviour is not in keeping with our parent code of conduct and we do not tolerate this kind of behaviour in our school or on our premises. Please find attached copy of our parent code of conduct for your information.

We believe that all staff, pupils, parent/carers and visitors are entitled to a safe, respectful and inclusive environment, and that parents/carers are as responsible for creating this environment as school staff.

Schools have the right to refuse entry to anyone who demonstrates unsafe behaviour. Therefore, any further breaches of the code of conduct may result in an exclusion from the school premises.

If you want to invite the parent in for a meeting, add: I would like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office to book an appointment.

Yours sincerely

Headteacher

Excluding a parent/carer from the school premises

Dear [parent name],

I am writing to you regarding your conduct on the school premises on [time and date].

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

Despite previous correspondence and conversations about your conduct, this is a further breach of our parent code of conduct. Therefore, I am writing to inform you that, after consultation with the chair of governors, I am excluding you from the school premises until [date]. You will not be allowed to come on to the school premises during this period. We will discuss with you alternative arrangements for the drop-off and collection of your child from school.

If you do not comply with the exclusion, the school will have no option but to arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

Before returning to the school premises, you will be required to sign a parent conduct contract to give your assurance that behaviour of this kind will not be repeated.

Should you wish to discuss my decision, please call the school office to arrange an appointment.

If you would like to raise a complaint, you can do so using the ELAN complaints procedure, which is available on our website.

Yours sincerely

Headteacher