



Parent / Carer Code of Conduct Policy

The Enquire Learning Trust

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| Approved by: | Trustees | | |
| Last reviewed: | September 2023 | | |
| Next review due by: | September 2026 | | |

1. Code of Conduct for Parents and Carers

The Enquire Learning Trust and its academies are very proud and fortunate to have dedicated and supportive school communities. At our academies the staff, members of the Academy Improvement Committee, parent and carers alike all recognise that the education of our children is a partnership process between all these parties.

As a partnership we are all aware of the importance of good working relationships to equip all of our children with the necessary skills for adulthood.

For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our academies.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our academies about the expectations around the conduct of all parents/carers and visitors connected to our Trust.

We understand that everyday frustrations can cause misunderstanding that could have a negative impact on our relationships. We remain committed to resolving difficulties in a constructive manner through open positive dialogue. In this way we can continue to flourish and deepen relationships in an atmosphere of mutual understanding.

All of our academies have a code of conduct for their staff, but this code is aimed at the wider academy communities so all can see and understand the expectations on the behaviour of all visitors and those connected to the Trust.

The policy aims to clarify the types of behaviour that will not be tolerated. The policy also sets out the actions the Trust can take should this code be ignored or where breaches occur.

2. Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the Trust or its academies normal operation or activities anywhere on the Trust's premises.
- Any inappropriate behaviour on or near any of the academy premises.
- Using loud, abusive or offensive language or displaying temper.
- Threatening in any way, either physically or verbally, a member of staff, visitor, fellow parent/carer or child
- Damaging or destroying Trust property
- Sending abusive, inappropriate or threatening emails, text, voicemails or phone messages or other written communications (including social media) to anyone within the school community
- Posting defamatory or offensive comments regarding the Trust, any of its academies, pupils, parents, staff and governors on social media.
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on Trust premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards your child (such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking, taking illegal drugs or the consumption of alcohol on the Trust premises.

Should any of the above occur on the Trust premises or in connection with the Trust, the Trust may feel it is necessary to take action by contacting the appropriate authorities and/or considering banning the offending adult from entering any of the Trust's premises altogether.

This policy is applicable to any person collecting children from any of the Trust's academies.

3. What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor of the Trust and its academies breaking this code then proportionate actions will be taken as follows:

- In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter the concerns will in the first instance be referred to the local police for investigation and potential prosecution. This will include any or all cases of harassment such as insulting social media posts or any forms of social media cyber bullying, threats of violence and actual violence to any child, staff, parent/carers or governors in the Trust and Public Order offences. In cases where evidence suggests that behaviour would be tantamount to libel or slander then the Trust will refer the matter to the Trust's legal team for further civil action, which may include an application for injunctive relief, damages and costs.
- In cases where the code of conduct has been broken but the breach was not libellous, slanderous or a civil or criminal matter, then the Trust will send out a formal letter informing parents/carers of the next steps and ask them to stop the behaviour causing the concerns and warn that if they do not they may be banned from attending the Trust's premises, activities and events. If after this, the behaviour continues the parent/carer will again be written to and informed that the ban is now in place.
- The Trust can ban from its premises without having to go through all the steps offered above in more serious cases.

This code of conduct does not prevent parent/carers from raising a legitimate complaint in line with the Complaints Policy.

In most cases we hope that all complaints and concerns can be resolved through open dialogue with the class teachers or the Principal.

4. Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps people connected. There are various online school groups managed by parents for parents/carers, such as class or academy Facebook pages, and they can be a wonderful source of knowledge, support and advice. We encourage you to positively participate if you wish. Within these spaces however we ask that you use common sense when discussing the Trust and its academies online.

Please 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 Trust, its academies, employees, parents/carers or children.

We take very seriously inappropriate use of social media by a parent/carer to publicly humiliate or criticise another parent/carer, child or member of staff.

If parents/carers have any concerns about their child/ren in relation to the Trust or one of its academies they should:

- Initially contact the class teacher
- If the concern remains, they should contact the Principal
- If still unresolved, a formal complaint needs to be raised to the Academy Improvement Committee.

Social media should not be used as a medium to air any concerns or grievances – rather, please use the Complaints Procedure, a copy of which can be provided upon request.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of pupils or staff where consent has not been sought.
- Abusive or personal comments about staff, pupils or other parents/carers
- Bringing the Trust or any of its academies into disrepute
- Posting defamatory, offensive or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or pupils.
- Using social media to publicly challenge Trust or academy policies or discuss issues about individual children
- Threatening behaviour, such as verbally intimidating staff or using bad language
- Breaching the Trust or academy security procedures.

At the Trust we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

I am signing to confirm that I have read and understood the Code of Conduct for Parents/Carers.

------(Print name)

------(Signed)

------(Date)