



Inspire Academy

Parent/Carer Conduct Policy

LAST REVIEW DATE	March 2026	REVIEW PERIOD	Every Four Years
NEXT REVIEW DATE	March 2030	TYPE OF POLICY	Non-Statutory

THIS POLICY HAS BEEN APPROVED BY THE HEADTEACHER

SIGNATURE	
PRINT NAME	MARTYN O'DONNELL

1. Policy Statement

At Inspire Academy, we are committed to fostering a safe, respectful, and supportive environment in which children can flourish academically, socially, and emotionally. Constructive relationships with parents and/or carers are integral to achieving these aims. This policy sets out clear expectations regarding the conduct of parents and/or carers, with the purpose of protecting the welfare of pupils, staff, visitors, and the wider school community.

Parents and/or carers are expected to behave in a courteous, respectful, and appropriate manner at all times when engaging with the school, its staff, pupils, and other members of the school community.

This policy complements the school's Complaints Policy, which should be followed for raising formal concerns or complaints.

2. Scope of Policy

This policy applies to all interactions between parents and /or carers and the school, including:

- On school premises (including the grounds outside the school)
- At school-organised events, whether on or off-site
- In written communication (including emails, letters, and text messages)
- By telephone
- Online, including through social media platforms

3. Unacceptable Behaviour

Unacceptable behaviours include, but are not limited to:

- Using abusive, threatening, offensive, or insulting language, either verbally or in writing
- Shouting or displaying aggression, including intimidating gestures or posture
- Making malicious, defamatory, or unsubstantiated comments about staff, pupils, or governors in any forum, including social media
- Damaging or threatening to damage school property
- Physical aggression or the threat of physical aggression towards any member of the school community, including one's own child
- Approaching another person's child to discuss or reprimand them
- Persistent, unwarranted communication that consumes excessive staff time or resources
- Confronting other parents/carers about issues involving their child
- Unsafe conduct around the school premises, including dangerous driving or parking
- Parents/carers will not be permitted to demand to speak to or be contacted by a particular member of staff, they can only request this, but this cannot be an expectation. Inspire Academy reserves the right to respond from whoever is felt the most suitable person to respond to queries.



- This list is indicative and not exhaustive. Any behaviour which, in the school's reasonable opinion, risks undermining the safe, respectful, and effective operation of the school may fall under this policy.

4. Legal Framework

The Education Act 1996 establishes that causing a nuisance or disturbance on school premises without lawful authority is a criminal offence. Additionally, under the Public Order Act 1986, disorderly conduct, including threatening, abusive, or insulting behaviour, constitutes an offence when it causes harassment, alarm, or distress.

5. Principles and Commitment

- The welfare and education of the pupils will remain the school's priority.
- All legitimate concerns or complaints raised by parents/carers will be investigated appropriately.
- Accurate written records of incidents will be maintained securely for a minimum of 12 months.
- The school will communicate decisions transparently and clearly.
- Where appropriate, the school will work with external agencies, including law enforcement.

6. Procedures for Addressing Unacceptable Conduct

Depending on the nature and seriousness of the conduct, the school may implement the following graduated responses:

6.1 Verbal Warning/Mediation In cases of minor breaches, a senior member of staff may issue a verbal warning to the parent and/or carer concerned. Where appropriate, a meeting may be offered to resolve the issue through constructive dialogue.

6.2 Written Warning If unacceptable behaviour persists, or if an incident is of a more serious nature, the Headteacher may issue a formal written warning. This correspondence will outline the inappropriate behaviour and warn of further consequences should the conduct continue.

6.3 Sanctions In response to repeated or serious breaches of conduct, the school may take further action, including:

- **Banning from premises:** Parents and/or carers may be prohibited from entering school grounds for a specified period. Failure to comply with such a ban may result in legal action.
- **Legal Injunction:** The school may seek a court injunction under the Protection from Harassment Act 1997 to prevent further inappropriate conduct.
- **Further Legal Action:** In exceptional cases, the school may pursue additional legal remedies, including prosecution.

7. Equality and Fairness

All actions and decisions taken under this policy will be guided by the principles of fairness, equality, and non-discrimination, in accordance with the Equality Act 2010.





8. Monitoring and Review

The Headteacher will ensure that records of incidents under this policy are maintained and may report to the Local Advisory Board as appropriate. This policy will be reviewed every four years or earlier if necessary to reflect changes in legislation or the needs of the school.



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