

At Staffordshire Schools Multi-Academy Trust we are very fortunate to have a supportive and friendly parent / carer body. Our parents / carers recognise that educating children is a process that involves partnership between parents / carers, class teachers and the school 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 fully in the life of our school. This code of conduct provides a reminder to all parents / carers and visitors to our schools about the conduct that is expected of them both on school premises and on social media. It sets out both what they should aim to do and how any inappropriate conduct will be addressed, so that we are all working in a spirit of partnership allowing relationships to flourish, progress and achieve, in an atmosphere of mutual understanding.

Expectations

Our expectations of parents / carers (and, where appropriate, visitors and other adults authorised by parents / carers):

- Respect the caring ethos and values of our schools.
- Be tolerant of each other's views, beliefs and opinions.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Work together with school staff for the benefit of their children.
- Treat all members of the school community with respect, using appropriate language and behaviour.
- Approach the school to help resolve any issues of concern, we welcome open dialogue in the first instance to allow school staff to address the issue directly.
- Where appropriate, clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Promote good pupil behaviour at all times, especially in public, where it could otherwise lead to conflict, aggressive or unsafe behaviour. For example, children must not be encouraged to fight to resolve issues.
- It is inevitable that, at times, there will be conflict between pupils in the school. To ensure that these incidents are dealt with safely and effectively, we ask that parents / carers speak to school staff rather than approaching the other child or parent/carer directly or through social media to reprimand them.
- Email contact with staff is used in our schools as a way to support collaboration. However, there is no expectation that staff must respond to emails within a specific timescale and staff may choose not to respond to any aggressive emails and will be responded to with a general response regarding the nature of the email and to make an appointment.

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive or aggressive behaviour which interferes or threatens to interfere with the operation of a classroom or any other area of school and school grounds including extracurricular activities off site.
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.

- The covert audio or video recording of meetings, phone calls, or conversations with school staff, pupils, or other parents/carers without the explicit, prior consent of all parties involved. The Trust relies on open, transparent, and honest dialogue; covert recording undermines data protection regulations (GDPR) and breaches the fundamental spirit of mutual trust and partnership required within our school community.
- Physical punishment against your own child.
- Threatening to do actual bodily harm to a member of school staff, Governor, Trust staff, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Approaching someone else's child in order to discuss the actions of that child towards their own child or to chastise them for those actions.
- Damaging or destroying school property
- Abusive or threatening emails or text/voicemail/phone messages or other verbal or written communication. Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff, at the school, on all social media sites. (See Appendix 1).
- Any concerns about the school must be made through the appropriate channels by speaking to their child's class teacher, followed by the Deputy Headteacher (where there is one), then the Headteacher and finally the Local Governing Committee through the Chair of Governors through the complaints policy: <https://tssmat.staffs.sch.uk/governance/policies/general-policiesv> , so they can be dealt with fairly, appropriately and effectively for all concerned.
- Smoking and consumption of alcohol or other drugs whilst on school property.
- Dogs being brought on to school premises.

Should any of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, the governing body reserve the right to bar the offending adult from entering the school grounds. The public has no automatic right of entry to any school in the Trust. The school will therefore act to ensure they remain a safe place for pupils, staff and other members of their community. If a parent's / carer's behaviour is a cause for concern, a senior leader can ask them to leave the school premises. In serious cases, the Headteacher can notify them in writing that their implied licence to be on school premises has been temporarily revoked subject to any representations that the parent / carer may wish to make to the Headteacher. The parent / carer will have the opportunity to formally express their views on the decision to bar in writing. During the barring period, all contact should go through the school office by email or telephone. The Headteacher's decision to bar should be reviewed by the Executive Leadership Team. They should take into account any representations made by the individual and decide whether to either confirm or lift the bar. If the decision is confirmed, the individual should be notified in writing, explaining:

- a) how long the bar will be in place.
- b) when the decision will be reviewed.

Please see Licence agreement (Appendix 2).

Agreement

Parents / carers will try to:

- see that their child goes to school every day, on time and properly equipped,
- make the school aware of any concerns or problems that might affect their child's work or behaviour,
- support the Trust's policies, and guidelines for behaviour,
- support their child in homework and other opportunities for home learning,
- attend parents' evenings and discussions about their child's progress,
- get to know about their child's life at school.

Each school in The Staffordshire Schools Multi Academy Trust will:

- care for your child's safety and happiness,
- achieve high standards of work and behaviour through building good Christian relationships and by developing a sense of responsibility,
- ensure that your child reaches their full potential as a valued member of the Trust community,
- provide a balanced curriculum and meet the individual needs of your child,
- be open and welcoming at all times and offer opportunities for you to become involved in the daily life of the school,
- keep you informed about your child's progress and general school matters.

Appendix 1

Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils.

Directors of The Staffordshire Schools Multi Academy Trust and our Local Governing Committees consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels as outlined above so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent / carer of a child/ren being educated at any Staffordshire Schools Multi Academy Trust is found to be posting libellous or defamatory comments on any social media sites, they will be reported to the appropriate section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this.

The Trust will also expect that any parent / carer or pupil removes such comments immediately.

In serious cases the school 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 cyberbullying and the use by one child or a parent to publicly humiliate someone by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

Appendix 2

Licence agreement

Parents / carers of registered pupils are welcomed into all our schools. As school communities we value the positive relationship we have with parents/carers. This invite is seen in law as a limited 'licence' to enter the school grounds at which their children are educated. In extremely rare circumstances the Headteacher may revoke this 'licence'.

The School's Parental Licence

- The 'Licence' expects parents to conduct themselves in a proper manner whilst on the school premises.
- The 'Licence' does not give any parent any right to roam the school premises at will, nor any right to enter into the school premises outside normal school times, at weekends or in school holiday periods.

- The 'Licence' does not give any parent any right to disrupt, in any way, the delivery of education at the school, nor to otherwise behave in an unacceptable manner towards the premises, its staff, its children or their belongings, or any other person on the premises.
- The 'Licence' does not give any parent any right to expect to be able to access members of the school's staff or the Headteacher outside the normal arrangements for making appointments.

Circumstances in which consideration will be given to revoking the Parental Licence

Revocation of the 'Parental Licence' will be considered in cases falling into any of the following categories:

- Any behaviour on school premises towards staff, pupils or any other persons on the school premises deemed by the Headteacher as being unacceptable, physical or verbal abuse of staff, pupil's, parent's or any other persons on the school premises.
- Making secret or unapproved audio/video recordings of staff, pupils, or visitors while on school premises, or during official digital/telephone communications, which compromises the privacy, safety, and security of the school community.
- Misuse, abuse, damage of/to any school, staff, pupils', parents' or any other persons' property or equipment or any other goods on the school's premises.
- Any nuisance or disturbance on the school's premises e.g. any unauthorised use of the premises at any time.

Procedures that will be followed by the Headteacher in cases where revocation of the Parental Licence has been determined as the only remaining appropriate action.

The following procedures will be those normally followed in circumstances where the Head Teacher has decided to revoke the parental licence. However, in circumstances considered very serious, related to the safety of any persons, property and/or equipment, the parental licence may be revoked without prior warning when:

- The Headteacher has previously warned the parent concerned either verbally or in writing, whichever the most practicable in the circumstances, on at least one other occasion that their behaviour was unacceptable and could not be tolerated, and that if it persisted would result in the parent being barred from the premises.
- The circumstances are so serious to warrant an immediate bar In these circumstances the Headteacher shall:
 - If practicable, tell the parent / carer that they are 'barred' from the premises and that they should leave immediately. The Police should be involved if any difficulties arise and the parent concerned refuses to leave the premises.
 - Write to the parent / carer concerned setting out the reasons for the bar and the period of the bar. The letter should also include an opportunity for the parent to make written representations to the Headteacher against the imposition of the bar and its continuance, as well as details of when and how the bar if to be continued, will be reviewed. The letter should also explain that, as and when necessary, the parent will be allowed onto the premises for legitimate educational reasons relating to the education of their child on a strict appointment basis only.
 - Consider any representations made, and determine whether to continue the bar, and for how long, and to convey that decision to the parent in writing.
 - As appropriate, establish satisfactory review arrangements. Review must be undertaken at least once a week. The outcome of each review should be notified to the parent in writing on each occasion.

If a parent/carer is barred from school premises they can nominate someone else to take their place. When the child transfers to another school, the receiving school will be informed of any decisions by the school to bar the parents / carer from the premises. If a parent / carer feels that they would like to question the decision of the Headteacher an appeal can be made to the Governors' with details of the grounds upon which the appeal is based. The clerk to the committee will arrange a committee meeting within 20 working days of the receipt of the appeal. The parent/carer will be given reasonable notice of the date, time and venue of the meeting so that they can put their case forward.