

Three Counties Academy Trust



Parent Code of Conduct

#GN11

Last amended 6th May 2026 (v1.0)

Document lifespan: 3 years. Subject to annual compliance check. Next full review 5th May 2029.

Version history

Date	Version	Details	Actioned by	PDF to Websites	Word to Governor Hub
24.04.26	1.0	Creation of document. Formatted to house style and checked against model for updates	MF	✓	✓

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Code of Conduct Abbreviations and Acronyms

CEO	Chief Executive Officer
DfE	Department for Education
TCAT	Three Counties Academy Trust

NB. Where the term “parent” or “parents” is used this includes those who act as carers or have parental responsibility.

Statement of intent

At Three Counties Academy Trust (TCAT) and our schools, we strive to build a strong relationship with parents to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.

To create a welcoming and safe learning environment, TCAT implements a specifically designed set of rules regarding behaviour and conduct which parents are expected to act in accordance with.

All TCAT staff members have the right to work without fear of violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff, Members, Trustees, Local Governors, visitors, pupils, or other parents may result in individuals being removed from the premises.

This document outlines the manner in which parents are expected to act whilst on TCAT premises, as well as detailing the type of behaviour that will not be tolerated.

Where the term 'parents' is used throughout this policy it refers to anyone with parental responsibility for a pupil or acting in a legal capacity on their behalf in dealing with TCAT, an individual TCAT school and its staff.

1. Legal framework

This policy has due regard to all relevant legislation and statutory guidance and good practice including, but not limited to, the following:

- [Education Act 2011](#)
- [Education Act 1996](#)
- [Children Act 2004](#)
- [DfE 'Keeping children safe in education'](#)
- [DfE 'Controlling access to the school premises'](#)

Where legislation has been passed or updated during the shelf life of this policy, we will always apply the latest version available.

This policy operates in conjunction with the following policies and documents:

- Complaints Policy and Procedures (GN9)
- Social Media Code of Conduct for Parents Policy (GN12)
- Child Protection and Safeguarding Policy and Procedures (SG1)
- Photography and Images Policy (SG9)
- Smoke-Free Policy (ST4)

Central TCAT policies have the policy number identified, e.g. "SG1". Where no policy number is identified this indicates the policy is a school specific policy available from an individual TCAT school's website. Where there is no policy number indicated but the document begins with "TCAT", then this indicates the document can be located on the TCAT website or be made available from TCAT Central Office.

2. Expectations

Three Counties Academy Trust respectfully expects and requests parents to:

- Act in accordance with this code of conduct at all times
- Support and reflect the TCAT's ethos and values through their behaviour

- Set a good example to pupils through their behaviour and the way they interact with staff, pupils, and other adults
- Work together with staff for the benefit of their child
- Treat all Members, Trustees, Governors, staff members, pupils, other parents, and any other individuals connected to TCAT and our schools with dignity and respect
- Work with staff members to resolve any issues of concern
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue
- Correct their child's behaviour appropriately, particularly on school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour
- Respect TCAT's property and environment by keeping it clean and tidy
- Follow the individual school's parking rules and procedures for dropping off and collecting pupils from school
- Dress in an appropriate manner when on TCAT premises and attending TCAT and school events
- Ensure their dress and appearance reflects that they are role models for pupils

TCAT and school policies and procedures

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

- Photography and Images Policy
- Smoke-Free Policy
- Social Media Code of Conduct for Parents Policy

Parents can access copies of all relevant policies and procedures from the TCAT website <https://www.threecountiesacademytrust.com/policies-and-trust-documentation/policies>, individual school websites or by emailing a request to any school office.

3. Inappropriate behaviour

TCAT 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.

Parental behaviour that TCAT does not tolerate includes, but is not limited to the following:

- Using foul, abusive, or offensive language
- Raising voices inappropriately at another individual
- Making racist or sexual comments
- Using aggressive hand gestures, e.g., raising fists and fingers
- Discriminating against any member of the TCAT community, including pupils, staff, Members, Trustees, Governors, and other parents
- Bullying, harassment, or intimidation, including physical, verbal, and sexual abuse offline and online
- Sending abusive or threatening messages, emails, or other communications to any member of the TCAT community
- Trespassing on TCAT property without prior permission or implied licence
- Causing intentional damage to TCAT property
- Breaching TCAT and/or the individual schools security procedures
- Using physical violence on TCAT premises or on a member of the TCAT community, e.g., hitting, slapping, punching, kicking, and pushing
- Physically intimidating an individual
- Partaking in unnecessary physical contact with an individual
- Writing or posting abusive, offensive, or defamatory comments about an individual, TCAT, or an individual school, including on social media
- Posting content on social media that is damaging to TCAT or our schools' reputations
- Sending staff aggressive emails or other communications
- Psychologically harassing any member of the TCAT 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 TCAT's operations or activities
- Approaching another parent or pupil to discuss or reprimand them because of an issue between pupils
- Threatening any member of the TCAT community in any way
- Arriving on TCAT premises partially clothed
- Smoking on TCAT premises
- Taking illegal or harmful drugs while on TCAT premises
- Drinking alcohol on TCAT premises, unless it has been authorised and supplied by TCAT or an individual TCAT school

- Taking photographs or videos on TCAT premises without permission from TCAT or the individual TCAT school
- Driving unsafely within the vicinity of a TCAT school

4. Managing inappropriate behaviour

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

Parents will raise concerns regarding another parent's behaviour or conduct directly with the Headteacher or Head of School or senior member of staff 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, Head of School, or in instances of serious breaches the Executive Headteacher/CEO, to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the Headteacher or Head of School, in collaboration with the Executive Headteacher/CEO 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 individual TCAT school premises or all TCAT premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent's channels of communication to the TCAT and/or the school, 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 TCAT's Child Protection and Safeguarding Policy and Procedures.

TCAT reserves 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 TCAT and/or the individual TCAT school premises, in line with section 5 of this policy.

5. Barring from premises

TCAT has the right to bar a parent from the premises to keep the TCAT community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the individual TCAT 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 any part of the TCAT site, or there is a one-off incident of extremely inappropriate behaviour, TCAT reserves the right to bar this individual from the site.

TCAT will either:

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

The Executive Headteacher/CEO will send a letter to the parent, 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 Trust Board within 10 working days

The Executive Headteacher/CEO's decision to bar the parent will be reviewed by the Chair of the Trust Board.

The Chair of the Trust Board will take account of any representations made by the parent and decide whether to confirm or lift the bar. The parent 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 parent'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 should seek independent legal advice.

Monitoring and review

Lifespan of Document: 3 Years

At any point this Code of Conduct is updated or fully reviewed, it will be updated on the main TCAT website and will automatically update on all TCAT school websites simultaneously.

Where an annual check or other check results in minor changes, the Version History will be reviewed and updated with a change in the number following the decimal point, for example, v1.1 ⇒ v1.2. Where the Code of Conduct is reviewed in full, then the number before the decimal point will change and reset, for example v1.4 ⇒ v2.0.

Any changes made by the Executive Headteacher/CEO in collaboration with the Board Appointed Trustee will be passed to the Trust Board for ratification and subsequently be notified to Clerks to Local Governing Bodies and Headteachers/Heads of School.

The next scheduled full review date for this Code of Conduct is 5th May 2029.

Date approved by the Board Appointed Trustee: 6th May 2026.

To be ratified and recorded in the minutes at the first Trust Board Meeting after 6th May 2026.

Trust Glossary

AA	Admissions Authority	H&S	Health and Safety
AAI	Adrenaline Auto-Injector (Epi Pen)	HoS	Head of School
ACM	Asbestos Containing Materials	HSE	Health and Safety Executive
AHT	Assistant Headteacher	ICO	Information Commissioners Office
AIR	Attendance Intervention Reviews	IDSR	Inspection Data Summary Report
APDR	Assess Plan Do Review Cycle	IHP	Individual Healthcare Plan
APIs	Application Programming Interfaces	IRMS	Information and Records Management Society
ASC	Autistic Spectrum Condition	IWF	Internet Watch Foundation
ASP	Analyse School Performance	KCSIE	Keeping Children Safe in Education
ATH	Academy Trust Handbook	KS1/2/3/4	Key Stage 1/2/3/4
BAME	Black, Asian and Minority Ethnic Backgrounds	LAC	Looked After Child
BAT	Board Appointed Trustee	LADO	Local Authority Designated Officer
BCP	Business Continuity Plan	LGB	Local Governing Body
BFR	Budget Forecast Return	LLC	Low-Level Concerns
CEO	Chief Executive Officer	LSA	Learning Support Assistants
CFO	Chief Financial Officer	MASH	Multi-Agency Safeguarding Hub
CIF	Condition Improvement Fund	MAT	Multi-Academy Trust

CIN	Child in Need	MFA	Multi-Factor Authentication
CLA	Children Looked After	MFL	Modern Foreign Language
CMIE	Child Missing in Education	NCSC	National Cyber Security Centre
COO	Chief Operating Officer	NoV	Note of Visit
COSHH	Control of Substances Hazardous to Health	NPQ	National Professional Qualifications
CP	Child Protection	PA	Persistent Absence
CPD	Continuing Professional Development	PAN	Published Admission Number
CPOMS	Child Protection Online Management System	PECR	Privacy and Electronic Communications Regulations
CSCS	Children's Social Care Services	PEP	Personal Education Plan
CSE	Child Sexual Exploitation	PEEP	Personal Emergency Evacuation Plan
CTIRU	Counter-Terrorism Internet Referral Unit	PEx	Permanent Exclusion
CWD	Children with Disabilities	PP	Pupil Premium
CYPMHS	Children and Young People's Mental Health Services	PPG	Pupil Premium Grant
DBS	Disclosure and Barring Service	PSHE	Personal, Social and Health Education
DDSL	Deputy Designated Safeguarding Lead	PSED	Public Sector Equality Duty
DfE	Department for Education	PTFA	Parent, Teacher and Friends Association
DHT	Deputy Headteacher	QA	Quality Assurance

DSE	Display Screen Equipment	RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
DSL	Designated Safeguarding Lead	RHE	Relationships and Health Education
DPO	Data Protection Officer	RPA	Risk Protection Arrangement
EAL	English as an Additional Language	RSHE	Relationships, Sex and Health Education
ECT	Early Career Teacher	SA	Severely Absent
EDIB	Equality, Diversity, Inclusion and Belonging	SALT	Speech and Language Therapist
EHA	Early Help Assessment	SARC	Sexual Assault Referral Centre
EHCNA	Education, Health and Care Needs Assessment	SBM	School Business Manager
EHCP	Education, Health and Care Plan	SCC	Standard Contractual Clause
EHE	Elective Home Education	SCITT	School-Centred Initial Teacher Training
ELSA	Emotional Literacy Support Assistant	SCR	Single Central Record
ESFA	Education and Skills Funding Agency	SDP	School Development Plan
EVC	Educational Visit Coordinator	SDQ	Strengths and Difficulties Questionnaire
EWOSSO	Education Welfare and Safeguarding Support Officer	SEF	Self-Evaluation Form
EYFS	Early Years Foundation Stage	SEMH	Social, Emotional, and Mental Health
FBV	Fundamental British Values	SENCO	Special Educational Needs Coordinator
FFT	Fischer Family Trust	SEND	Special Educational Needs and Disabilities

FGM	Female Genital Mutilation	SIP	School Improvement Partner
FGMPO	FGM Protection Order	SLA	Service Level Agreement
FOI	Freedom of Information	SLCN	Speech, Language and Communication Needs
FSM	Free School Meals	SLT	Senior Leadership Team
FTS	Find a Tender Service	SPOC	Single Point of Contact
GAG	General Annual Grant	STEM	Science, Technology, Engineering and Maths
GDPR	General Data Protection Regulation	TA	Teaching Assistant
GIAS	Get Information about Schools	TAC	Team Around the Child
HASH	Herefordshire Association of Secondary Heads	TCAT	Three Counties Academy Trust
HBA	Honour Based Abuse	TUPE	Transfer of Undertakings (Protection of Employment)
HR	Human Resources	VSH	Virtual School Headteacher