

Three Counties Academy Trust



Parent Code of Conduct

#GN11

Last updated: 26 May 2023

Review Date: 31 August 2026

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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, 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 document has due regard to all relevant legislation including, but not limited to, the following:

- Education Act 2011
- Education Act 1996
- Children Act 2004
- DfE (2022) 'Keeping children safe in education 2022'
- DfE (2018) 'Controlling access to the school premises'

This document operates in conjunction with the following TCAT policies:

- Complaints Policy and Procedures
- Photography Policy
- Social Media Policy
- Child Protection and Safeguarding Policy
- Smoke-free Policy
- Drug and Alcohol Policy

2. Expectations

Three Counties Academy Trust expects 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 Policy
- Smoke-free Policy
- Drug and Alcohol Policy
- Social Media Policy

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

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 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.

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 TCAT 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.

6. Monitoring and review

This policy will be reviewed in line with the published schedule at the front of this document and at any point material changes require it by the Executive Headteacher/CEO in conjunction with Headteachers/|Heads of School and the Governing Board. Any changes made to the policy will be amended by the Executive Headteacher and will be communicated to all members of staff.

The next scheduled review date for this policy is 31st August 2026.

Signed by:

_____	Executive Headteacher	Date: _____
_____	Chair of Trustees	Date: _____

Schedule of revisions

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