

Three Counties Academy Trust



# Parent Code of Conduct

## #B2

Last updated: 24 October 2022

Review Date: 31 August 2025

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## **Statement of intent**

At Three Counties Academy Trust 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, the Trust implements a specifically designed set of rules regarding behaviour and conduct which parents are expected to act in accordance with.

All 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 Trust 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 the Trust, individual 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 school policies:

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

## 2. Expectations

Our Trust expects parents to:

- Act in accordance with this code of conduct at all times
- Support and reflect the Trust and school'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 trustees, governors, staff members, pupils, other parents, and any other individuals connected to the Trust and school 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 the Trust grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour
- Respect the Trust'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 Trust premises and attending Trust and school events
- Ensure their dress and appearance reflects that they are role models for pupils

## **Trust and school policies and procedures**

Parents are required to act in accordance with all relevant Trust 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 request copies of all relevant policies and procedures from the Trust by emailing [admin@tcat.school](mailto:admin@tcat.school).

## **3. Inappropriate behaviour**

Three Counties Academy Trust takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the Trust and school community feel threatened.

Parental behaviour that the Trust 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 Trust and school community, including pupils, staff, 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 Trust and school community
- Trespassing on Trust property without prior permission or implied licence
- Causing intentional damage to Trust property
- Breaching the Trust and school's security procedures
- Using physical violence on Trust premises or on a member of the Trust and school 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, the Trust or the school, including on social media
- Posting content on social media that is damaging to the Trust and school's reputation
- Sending staff aggressive emails or other communications
- Psychologically harassing any member of the Trust and school 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 the Trust or school's operations or activities

- Approaching another parent or pupil to reprimand them because of an issue between pupils
- Threatening any member of the Trust and school community in any way
- Arriving on Trust premises partially clothed
- Smoking on Trust premises
- Taking illegal or harmful drugs while on Trust premises
- Drinking alcohol on Trust premises, unless it has been authorised and supplied by the Trust
- Taking photographs or videos on Trust premises without permission from the individual school
- Driving unsafely within the vicinity of any Trust school

#### **4. Managing inappropriate behaviour**

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

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

The Trust 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 Trust premises, in line with section 5 of this policy.

## **5. Barring from Trust premises**

Three Counties Academy Trust has the right to bar a parent from the premises to keep the Trust and school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave Trust 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 the Trust site, or there is a one-off incident of extremely inappropriate behaviour, the Trust reserves the right to bar this individual from the whole Trust or specific school site.

The Trust 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 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 Trustees within 10 working days

The Executive Headteacher's decision to bar the parent will be reviewed by the Chair of Trustees.

The Chair of Trustees 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 document will be reviewed in line with the published review date by the Executive Headteacher, and any changes made will be communicated to all parents and staff at the school.

All parents will be provided with access to this code of conduct upon their child's attendance at any Trust school and are required to familiarise themselves with the procedures and guidelines outlined.

Signed by:

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

