

Parent code of conduct

Thrunscoe Primary and Nursery Academy



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1. Purpose and scope

At Thrunscoe Primary and Nursery Academy, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- All stakeholders (Parents / pupils / staff / governors / visitors) to model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

This Parent Code of Conduct aims to help the Academy work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the caring ethos, vision and values of our Academy
- Work together positively with staff in the best interests of our pupils
- Approach the right member of Academy staff to help resolve any issues of concern in a calm, non-offensive manner therefore modelling to your child(ren) good examples of speech and behaviour.
- Seek a peaceful solution to all issues by allowing staff to work with children in order to clarify theirs and others version of events before taking appropriate action
- Correct their own child's behaviour (or those in their care), particularly in public (on and off site) where it could lead to conflict, aggression or unsafe conduct

3. Behaviour that will not be tolerated

- Swearing, or using a loud voice or offensive language towards members of staff, other parents and pupils (including via the Academy phone)

- Displaying a temper, aggression or shouting at members of staff, pupils or other parents (including via the phone)
- Threatening another member of the Academy community (via phone / email / social media / in person)
- Damaging or destroying Academy property
- Disrupting, or threatening to disrupt, Academy operations (including events on the Academy grounds and sports team matches)
- Sending abusive messages to another member of the Academy community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking, vaping or drinking alcohol on the Academy premises
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the Academy premises (other than guide dogs)
- Contacting members of staff directly through their work email address – all emails should be directed to office@thruncscoe.academy only.
- No audio/video recordings during conversations with staff

4. Breaching the code of conduct

If the Academy suspects, or becomes aware, that a parent has breached the code of conduct, the Academy will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the Academy may then:

- Send an initial warning letter to the parent
- Invite the parent in to the Academy to meet with a senior member of staff or the Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our Solicitors regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the Academy site

The Academy will always respond to an incident in a proportionate way. The final decision for how to respond to breaches of the Parent code of conduct rests with the Headteacher.

The Headteacher will consult the chair of governors before banning a parent from the school site.

Appendix 1: Social Media and Audio / visual recordings

Inappropriate use of Social Network Sites:

Nationally, social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, Academy staff, and in some cases other parents or pupils. The Department for Education/Government and Governors of Thrunscoe Primary and Nursery Academy considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the Academy or your child/children must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, where they will be dealt with fairly, appropriately and effectively for all concerned.

Libellous or Defamatory posts:

In the event that any pupil or parent/carer of a child/children at Thrunscoe Primary and Nursery Academy is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' 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 content or activity which breaches this. The Academy will also expect that any parent/carer or pupil removes such comments immediately.

Cyber Bullying:

We take very seriously the use of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of Academy bullying.

Audio recordings of meetings / phone calls:

Whilst the Academy understands that recording audio conversations is not illegal under the Regulation of Investigatory Powers Act 2000 (RIPA), it discourages all pupils, parents and staff from recording any audio conversation. If a recording is made and then subsequently made available to a third party, the Academy would look at taking legal advice and / or putting in place temporary restrictions on how the parent / carer are able to communicate with the academy ie only via email / only face to face meetings with a minute taker.

In line with the Academy Parent Code of Conduct, parents should not make any audio recordings on the Academy campus.

If a member of staff becomes aware that a recording has been made by a parent / carer, they will speak to a senior leader for further sanctions to be followed. The Academy may then discuss this further with parents/carers.

In relation to the complaints policy, complainants should obtain the informed consent of all parties before recording conversations or meetings, and that the school reserves the right to refuse permission for a complainant to use a recording that has been obtained covertly in the complaints process.

In addition, if parents wanted to record a meeting with staff, the decision would be made by the headteacher.

Covert recordings of phone conversations should not be made by parents.

This is to ensure:

- A respectful and open dialogue between parents and staff
- The privacy and confidentiality of everyone involved
- That discussions take place in a safe and trusted environment
- If a parent wishes to keep a record of a meeting, please speak to a member of the senior leadership team beforehand. Notes can be shared upon request to ensure clarity and understanding.
- We appreciate your cooperation in supporting a positive and professional school community.

The Academy will also consider its legal options to deal with any such aforementioned misuse on social networking and other sites.