



Parent/Carer Code of Conduct

Date of Adoption:	20 th January 2026
Review date:	January 2027

Policy Information:

Date of last review	January 2026	Review period	December 2026
Date approved	<u>January 2026</u>	Approved by	<u>Chair of LAC</u>
Policy Owner	Kelly-leigh Kulyk	Date of next review	January 2027

Updates made since the last review:

Review Date	Changes made	By whom
January 2026	<ul style="list-style-type: none">Change KSIE 2025	Kelly-Leigh Kulyk Headteacher

Statement of intent

At Forward Education Trust, our Headteachers and staff work hard 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. We proactively encourage parents and carers to be involved in their child's education, school life and the wider whole school community. As partners, our parents and carers understand the importance of a good working relationship with school, to ensure their child makes the best possible progress

We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships. Establishing where this happens, so that we remain committed to resolving difficulties in a constructive manner through open positive dialogue is however essential. In this way we can continue to flourish and progress to achieve, in an atmosphere of mutual understanding. Our school already has a Code of Conduct for all our employees, but this code is aimed at the wider school community so that all can see and understand the expectations on the behaviour of all visitors or those connected with the school. The policy aims to clarify the types of behaviour that will not be tolerated. By choosing High Point Academy for your child, we assume your acceptance of this policy and its terms. The policy also sets out the actions the school can take should this code be ignored or where breaches occur.

We use the terms 'parents' and 'carers' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)
- Any other family member who has a connection with the child.

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

This document has due regard to statutory and best practice guidance, including, but not limited to, the following:

- DfE (2025) 'Keeping Children Safe in Education' (any updates subsequent to the confirmation of this policy)
- DfE (27th November 2018) 'Controlling access to the school premises' (and any updates which may occur).

This document operates in conjunction with all Trust-wide policies and in particular the:

- Complaints Policy
- Safeguarding Policy
- Anti-bullying Policy
- Staff Code of Conduct
- Acceptable Use of ICT Policy for staff
- Home/School Agreement

Guidance

As well as the guidance set out in our Home/School Agreement, the Headteacher, Local Academy Council and Trust expect parents, carers and visitors to:

- Respect the ethos, vision and values of our school and our Trust
- Work together with staff in the best interests of our pupils
- 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 (including when using home to school transport, bringing children to or collecting children from school, whether on foot or by car)
- Work together with school staff to proactively resolve any issues of concern
- Approach the right member of school staff to help resolve any issues of concern

Behaviour that will not be tolerated

In order to support a peaceful and safe school environment the school will not tolerate parents, carers, other family members and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of the school, classroom, main reception area or any other area of the school grounds, including outside of the main school building.
- Using loud/or offensive language, verbally threatening staff and/or pupils, swearing, cursing, using profane language or displaying temper, including while on the telephone
- Threatening another member of the school community
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking (of any kind) or drinking alcohol on the school premises
- Possessing or taking drugs (including legal highs)

Breaching the code of conduct

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

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

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site, which if enacted any breach would amount to trespass.

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

Should any of the above behaviour occur the school may feel it is necessary to contact the appropriate authorities and if necessary, ban the offending adult from entering the school grounds. All schools are classed as private property and Section 547 of the Education Act 1996 makes it clear that it is a criminal offence for a person who is on school premises, without lawful authority, to cause or permit a nuisance or disturbance.

The headteacher will consult the Local Academy Council and/or Director of Education before banning a parent from the school site.

Inappropriate use of Social Network Sites

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

In the event that any pupil or parent of a child being educated at High Point 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 school will also expect that any parent 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 cyber bullying and the use 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 school bullying. Thankfully such incidents are extremely rare.

Any concerns that you have must be made through the appropriate channels by speaking to the class teacher, the leadership team or the Headteacher, so that they can be dealt with fairly and effectively for all concerned.

The Trust will not hesitate, where appropriate, to obtain legal advice with regard to offences which breach the Malicious Communications Act 1988 or the Protection from Harassment Act 1997.

Appendix 1: model letters

Initial warning letter from the headteacher

Dear [parent name],

I've received a report about your conduct on [time and date].

[Summary of incident, include location, its effect on staff, pupils and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent code of conduct. [Please find a copy attached to this letter.]

If the incident is more serious, add:

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, pupils and parents are entitled to a safe, respectful and inclusive environment, and that parents are as responsible for creating this environment as school staff.

Continue with:

Further breaches of the code of conduct may result in a ban from the school premises.

If you want to invite the parent in for a meeting, add:

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office on [phone number] to book an appointment.

Yours sincerely

Headteacher

Model letter banning a parent from the school site

Dear [parent name],

I am writing to inform you that, after consultation with the chair of the Local Academy Council, I am banning you from the school site until [date].

You can also choose to ban a parent permanently. In that case, amend the sentence above.

Despite previous correspondence and conversations about your conduct, there have been further breaches of our parent code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely

Headteacher