All Saints' CE Federation of Academies
Parental Code of Conduct Policy

1 Aims of the Policy

1. The Academy is dedicated to ensuring that all students achieve their potential and will work in partnership with all stakeholders to achieve these aims. The Academy is therefore required to have a policy to address parental/carer's behaviour that is unacceptable and has a detrimental effect on the good order and safety of the Academy. The Academy has a duty of care for both staff and students to ensure their safety and well being. This policy will outline the behaviours that are unacceptable to the Academy and what sanctions are available to deal with the behaviour.
2. This policy should be read in conjunction with the Trust Complaints Policy as the Academy expects all parental complaints to be taken seriously and to be dealt with comprehensively and as far as possible in confidence. The complaints policy allows parents' complaints about Academy issues to be dealt with efficiently and sensitively, and at the appropriate level.

2 Key principles

- The education of the children of the parent involved will not be compromised in any way
- The Academy will fully investigate all valid concerns
- Any decisions will be fully communicated to the parent
- Any parent behaving unlawfully will be reported to the police

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3 Expectations of parents/carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our Academy
- Work together with staff in the best interests of our children this includes not raising concerns in front of their child
- Maintain reasonable expectations for staff response to general communications
- Treat all members of the school community with respect
- Set a good example with speech and behaviour
- Seek a peaceful and reasonable solution to all issues
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful resolution to any issue
- Correct their own child's behaviour in a calm and appropriate manner (or those in their care) while on Academy grounds, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern, following up if an appropriate response has not been received
- If a parent has a specific concern, complaint or grievance with a member of school staff this needs to be resolved professionally and appropriately. In the first instance those concerns need to be brought to the attention of the school's leadership team in writing or via a phone call to the school office.
- Parents will not approach staff in an intimidating, aggressive or accusatory manner. At all times we will remain respectful of the environment and that the site must be a calm and safe space for all children, staff and families.
- Where parents are estranged, separated or working to co-parent through different households the school cannot act in any kind of mediation or intermediary capacity. The school will look to provide equal and fair treatment to all parties. The school cannot act against any court orders in place nor can they comment on the arrangements as directed by any orders.
- The school will not conduct an excessive and disproportionate amount of separate meetings in order to allow separated parents to discredit the other party. The school will only ever be able to comment on a child's education and emotional presentation within the school setting.
- The school cannot act as a vehicle for resolving out of school disputes or community conflicts. If any parent/carers of the school feel threatened or intimidated by an out of school incident this must be reported to the police in the first instance.

3 Unacceptable conduct

3.1 The following behaviours are considered unacceptable by the Academy (this is not an exhaustive list but seeks to provide illustrations of such behaviour):

- Swearing or the use of other abusive, offensive or threatening language
- Aggressive or disruptive behaviour
- Threatening violence or acting violently, including damage to property or injury to individuals
- Discriminatory conduct
- Behaving in a way which makes others feel intimidated, distressed, humiliated or threatened
- Making deliberately false, malicious or vexatious accusations
- The school site must not be used for political gain, promotions of personal extremist views and ideologies.
- Smoking/ vaping or drinking alcohol on the Academy premises (unless purchased at a licensed Academy event), possession or use of illegal drugs on the school site or accessing the school site whilst under the influence
- Preventing the safe access or egress to the site by parking in a manner which means that others cannot pass or could put lives at risk
- Unwarranted, unnecessary or excessive correspondence taking up undue teaching, administrative and leadership time
- Unreasonable demands upon staff to respond to a parental query, or expectations for staff to communicate outside of normal working hours or without an appropriate amount of time to read and look into any concerns
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Displaying messages publicly on the school site or own person which could be judged as upsetting or offensive
- Abusive or threatening emails or text/voicemail/phone messages or other written communication
- The recording of school staff or its children without the explicit permission of those being recorded
- Photographing on the school site without explicit permission to use photographic equipment for personal use.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms eg Whatsapp, Facebook
- Shouting, raising voices, speaking confrontationally towards members of staff, pupils or other parents/carers
- Incitement of others, including your own child, to do any of the above
- Any other behaviour that is not listed above but is likely to cause anyone distress, or fear that violence might be used against them or others

3.2 This policy covers any of the above conducts which are committed:

- In the school buildings, on the school site or when offsite during school trips/visits eg local Church
- By telephone to the school
- By email to the school
- On social media referring to the school
- In any other setting which, in the reasonable opinion of the headteacher or chair of governors, should be regulated by this policy

This policy does not affect the right of parents/carers or other parties to make complaints to the Academy.

4 Procedures

The Academy has a range of strategies to employ with any parent who persists with unacceptable conduct. Whilst these sanctions are set out in the policy by way of a sequential process, they can be initiated at any stage if, in the reasonable judgement of the Headteacher, Chair of Governors or Ebor Academy Trust, the severity of the behaviour warrants such a level of intervention.

4.1 Verbal Warning/Mediation Meeting
A parent who displays any of the behaviour as described above will be asked politely to desist and offered the opportunity to discuss the matter in person on the first occasion, with at least two members of staff present.

4.2 Formal Written Warning(s)
A formal written letter will be sent to the parent where they continue to act unacceptably. This is signed by the Headteacher and circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. This letter is kept on the file of any student at the school for a period of at least twelve months.

4.3 Legal Sanctions
If a parent breaches the expected standard of behaviour as set out in the Parental Code of Conduct, then the Academy may consider the following the sanctions listed below. These will usually only be used in extreme circumstances e.g. if a parent continues to exhibit conduct in breach of this policy or has committed a serious breach of this policy.

4.4A – The Academy may ban the parent from the Academy premises for a specified period, subject to regular review. Any entry onto the site in contravention of such a ban and/or where a nuisance is caused would be a criminal offence under section 547 Education Act 1996 and you will be removed from the premises by the Police or an authorised member of staff.

4.5 B - An injunction under the Protection from Harassment Act
The Academy may seek an injunction requiring the individual to desist from behaving in the manner in question. The Academy will seek an injunction against the parent's conduct under the Protection from Harassment Act 1997

4.6 C - Civil injunctions and CPNs
The Academy may seek a civil injunction or CPN. The Court will have the ability to grant a civil injunction or CPN which would prohibit the parent from pursuing a certain course of action

5 Responsibilities:

1. Governing Body: The Governing Body is responsible for:
   - Approving the Academy policy, procedures, and guidelines;
   - Receiving reports; and any necessary documentation
   - Advising the Headteacher
   - reviewing bans from the Academy site
   - The Governing Body will monitor the level and nature of reports and review the outcomes annually or earlier if so determined by the Chair

2. The Chair of the Governing Body is responsible for:
   - Monitoring the good order and safety of the Academy and the wellbeing of staff
   - Checking that the correct procedure is followed

3. The Senior Leadership Team is responsible for:
   - The efficient operation and management of the policy and procedures ensuring that the procedures are monitored and reviewed and reports made to the Governing Body
   - Authorising staff to remove parents from the school site
   - Training staff on how to deal appropriately with challenging situations
   - Keeping parents, students and others informed of the policies and procedures

6 Equal Opportunities

6.1 in implementing this policy the Governing Body, Principal and staff must take account of the Academy's Equal Opportunities policy

7 Monitoring and Review

7.1 The Headteacher will report to staff, and to the Governing Body annually or earlier if the Chair so determines, on the number and type of incidents and behaviours displayed by parents received and their outcomes the Governing Body will review this policy every three years

Signed:

Date:
Chair of Governing Body: