

Policy: Parents & Carers Code of Conduct Policy		
Date Adopted:	Date of last review:	To be reviewed next before/on:
28 th August 2026	9 th July 2025	September 2027
Purpose and Statement: Phoenix AcroDance Academy strives for high standards in all aspects of its work, and through the policies and procedures in place, aims to be fair at all times and provide satisfaction to anyone using the services it provides. The staff and volunteers who represent the organisation are committed to high standards of conduct and service. Children and adult learning in all areas, academic, social and personal is best supported in an environment where people feel happy, safe, valued and motivated to achieve. At Phoenix AcroDance Academy we create a positive learning environment that ensures our approach to behaviour management and discipline is consistent and understood by all staff, students and parents. The clear majority of the Phoenix AcroDance Academy community demonstrate the values which we want to promote to our students. We have an “open door” policy because we value the interaction between staff and the families of our students. It is an important part of our ethos; it helps us to get to know our students and, therefore, enable them to make the best possible progress in all respects. This is, however, a privilege. Sadly, there are very few occasions where adults do not behave as we would like and Phoenix AcroDance Academy has been encouraged to consider what to do in the situation where unsatisfactory behaviour arises.		
Distribution: • To all volunteers and staff • This policy will be made available to members of the public on request		
Review and monitoring of policy: • Reviewed annually or in instances of legislative change • Monitoring is part of Management and Supervision		

The following policy is based on the below principles:

- All members of the Phoenix AcroDance Academy community have a right to expect that they learn and learn in a safe place.
- Phoenix AcroDance Academy expects every member of its community to behave in a considerate way towards others.
- Phoenix AcroDance Academy expects every member of its community to be committed to safeguarding and child protection and would not knowingly ever want to harm a young person in any way.
- There will be a zero tolerance of violence, threatening behaviour and disorderly conduct, including abuse in all forms, against Phoenix AcroDance Academy staff or other members of the Phoenix AcroDance Academy community.
- Where such behaviour does occur, action will be taken to deal with the person or persons concerned.

What do we mean by Abusive or Threatening Behaviour?

The Public Order Act 1986 defines “disorderly conduct” as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress.

“Threatening behaviour” is when a person fears that violence or threat of violence is likely to be provoked. In a Phoenix AcroDance Academy context, this could mean someone shouting at a member of staff, either in person or on the phone; acting aggressively, including using intimidating body language, as well as actual violence. It also covers comments posted on social networking sites or situations where members of staff are approached off premises.

Parent or Carer Code of Conduct

Phoenix AcroDance Academy has a code of conduct for parents & carers. The purpose is to provide a reminder to all parents, carers and visitors about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

Phoenix AcroDance Academy expects parents and carers to:

- Respect the caring ethos of the academy
- Understand that parents and tutors need to work together for the benefit of children
- Demonstrate in their own behaviour that all members of the community should be treated with respect
- Seek to clarify a child’s version of events in conjunction with Phoenix AcroDance Academy staff view in order to bring about a peaceful solution to any issue
- Correct their own child’s behaviour, especially where it could lead to conflict
- Approach Phoenix AcroDance Academy staff to help resolve issues
- Avoid using staff as threats to admonish children

In order to support a peaceful and safe learning environment, Phoenix AcroDance Academy does not tolerate:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a class, office or other area of grounds
- Loud or offensive language, swearing, cursing or displaying temper

- Threatening to do actual bodily harm to a member of Phoenix AcroDance Academy staff, visitor, parent/carer or pupil
- Damaging or destroying Phoenix AcroDance Academy property
- Sending abusive or threatening emails, text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding Phoenix AcroDance Academy or any of the pupils/parents/staff at Phoenix AcroDance Academy on Facebook, Instagram or other social media sites
- The use of physical aggression towards another adult or child. This includes physically punishing your own child on school premises
- Chastising someone else's child
- Smoking, or consuming alcohol or drugs whilst on school property
- Bringing dogs on to the premises

If any of these behaviours occur, Phoenix AcroDance Academy may contact the appropriate authorities and, if necessary, ban the offending adult from entering school grounds or office.

Action to be taken if an incident occurs:

If an incident involving threatening behaviour or abuse does occur then an incident report form will be completed by the member of the school community against whom the abuse was directed. In the case of this being a student, a member of staff may complete the form on their behalf. Our DSL can be involved at any step and any reports can be sent to them.

Step 1 – Verbal or Email Warning

The Principal, Secretary or DSL will speak to the person or persons perpetrating such an incident privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken. If the Principal, Secretary or DSL has been subject to abuse this will be passed on to the police.

Step 2 – Final written warning by email or letter

If a second incident occurs involving the same person or persons, the Principal, Secretary or DSL, will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave PADA no option but to take further action, which can include the student or the parent or carer involved to be expelled from PADA.

Please Note:

If any situation is considered serious enough by the Principal or Secretary (or other appointed person) may bypass step 1 and move straight to step 2.

Any incidents of violent conduct would immediately proceed to step 4. At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority (See Equality Policy). Any act of actual or threatened violence will be referred to the police immediately.

Any sign of a potential Child Protection or Safeguarding issue will be dealt with as per Phoenix AcroDance Academy Child Protection & Safeguarding policy.

Step 3 – Ban Letter by email or letter

If such an incident recurs, or if an initial incident is considered serious enough by the Principal, Secretary or DSL would be involved to enforce any action deemed necessary. This will include the student (child of the parent or carer) to be expelled from PADA due to the actions of the parent or carer.

Step 4 – Involvement of the police

If following a decision to ban a person from the premises, that person nevertheless persists in entering school premises and is displaying unreasonable behaviour, such a person may be removed from the school premises as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

Other members of the public have no right of access to the school premises.

In the case of an incident involving another member of the public, steps 1 as above will be followed. At step 2 the Principal or the Secretary will write again, and at step 3 the Principal or the Secretary will send the banning letter or email.

Phoenix AcroDance Academy staff are responsible for the implementation of this policy and for ensuring that it is reviewed annually and updated as required. ***Next Review: September 2026***

Signed _____



Date _____

28/08/26

Print Name Robert WalkerPosition Principal