



**HEART**  
EDUCATION TRUST

# Parent Code of Conduct Policy

## 2023

**Last Reviewed:** 24 January 2023

**Next Review Due:** 24 January 2026

**Adopted by:** The CEO on 24 January 2023



**Heartsease**  
Primary Academy



**Lingwood**  
Primary Academy



**Henderson Green**  
Primary Academy



**Valley**  
Primary Academy

The HEART Education Trust Documents Review Record:

<b>Version:</b>	<b>Date Amended:</b>	<b>Amended By:</b>
1	19/01/2023	S Porter
1.2	24/01/2023	H Cubbage

The HEART Education Trust, a charitable company limited by guarantee registered in England and Wales with company number 08286818. Registered office address: Heartsease Primary Academy, Rider Haggard Road, Norwich, Norfolk NR7 9UE.

## **Contents**

- 1. Purpose and scope**
- 2. Our expectations of parents and carers**
- 3. Behaviour that will not be tolerated**
- 4. Breaching the code of conduct**

### **Appendix 1 – Model letters**

**Initial warning letter from the Academy Head Teacher**

**Model letter banning a parent from the school site**

## **1. Purpose and scope**

At the HEART Education Trust we believe that it is important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful, inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us to 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)

In this Policy, we use the term parent to refer to:

- Anyone with parental responsibility for a pupil at one of our academies
- Anyone caring for a pupil at one of our academies (such as grandparents or child-minders)

## **2. Our expectations of parents and carers**

We expect parents and other visitors to:

- Respect the ethos, vision and values of our academies
- Work together with staff in the best interests of our pupils
- Treat all members of the academy community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of academy staff to help resolve any issues of concern

## **3. Behaviour that will not be tolerated**

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the academy community
- 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 Trust, the academy, its staff or any member of its community, on social media platforms
- Use of physical punishment on your own child while on school premises or at a school event

- Any aggressive behaviour (including verbally or in writing) towards another child or adult on the school site or at school events
- Disciplining another person's child for whom you are not responsible – please bring any behaviour incidents to a member of staff's attention
- Smoking, vaping or drinking alcohol on the school site or at school events
- Possessing or taking drugs (including legal highs) on the school site or at school events
- Bringing weapons onto the school site or to school events, or anything that could reasonably be considered to be a weapon (e.g. knives, air guns, fireworks, blades)
- Bringing dogs onto the school site (other than guide dogs)

#### **4. Breaching the code of conduct**

If the Academy Headteacher suspects, or becomes aware, that a parent has breached this Policy, they will gather information from those involved and speak to that parent about the incident.

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

- Invite the parent into school to meet with a senior member of staff or the Academy Headteacher
- The parent will be requested by the Academy Headteacher not to exhibit that conduct again and reminded of this Policy
- Depending on the nature and frequency of the incident, the Academy Headteacher may issue to the parent:
  - a written warning that further such conduct will result in a ban from the school building
  - an immediate ban for a specified period from the school building such that the parent may only attend the school's exterior grounds for drop off and collection of their child(ren)
  - an immediate ban for a specified period from the whole school site such that the parent may only come as far as the school gate, where a member of staff will collect / drop off their child(ren)
- Physical assault to our staff, pupils or visitors (including other parents) will always result in an automatic ban from the whole school and the police will be called
- Any bans or written warnings will remain active on file for 1 term and will be considered by the Academy Headteacher during this period when deciding the appropriate action for further incidents.
- The Trust will seek advice from its legal team regarding further action that may be taken in relation to incidents that may amount to civil offences.
- The Trust will refer all incidents to the police in relation to incidents that may amount to criminal offences.

The Trust 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 Academy Headteacher. The Academy Headteacher will consult the CEO before banning a parent from the school site.

## **5. Actions that Parents Can Take**

Parents are reminded that any physical or verbal assaults against you personally from another parent at any time, whether or not on school grounds, may be reported to the police. We will support you to make this report if you would like – please speak to your academy’s pastoral assistant in the first instance. Keeping our parents and pupils safe whilst on our site is our priority and we will take any threat to that very seriously.

## Appendix 1

### Model Warning Letter to parent or carer

Dear [parent name],

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

[Summary of incident, including location, and the 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.

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

Academy Headteacher

## Appendix 2

### Model letter banning a parent or carer from the school site

Dear [parent name],

I am writing to inform you that, after consultation with the CEO, 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

Academy Headteacher