

# Parent & Carer Code of Conduct Policy

<b>This document is called:</b>	<b>Parent and Carer Code of Conduct</b>
<b>It applies to:</b>	All staff, students and Governors at Bolder Academy
<b>Person responsible for its revision:</b>	Headteacher
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## **Introduction**

At Bolder Academy we want excellent relationships with all our parents. We value hugely the contribution that parents/carers make to the life of the Academy and their impact on children's education.

We aim to provide many opportunities for parents/carers to engage with the Academy including parents' evenings, invites to key assemblies and exhibitions.

Important information is also included on our website and in newsletter.

We are always open to suggestions about how we can deepen the relationship.

## **Expectations**

We want all parents/carers to be confident that arrangements in the Academy keep children safe. We would like parents to support us in our behaviour system, a copy of our behaviour policy is on our website. As part of our safeguarding procedures the Academy has a parental/carer code of conduct. The aim of this is to:

- Ensure that conduct from parents/carers upholds our three key values – be kind, be strong, be brave.
- We do not cause children, staff and other parents at Bolder to feel distressed, threatened or unsafe. Specifically we want:
- All members of the Academy community should treat each other with kindness, ensuring that all communication is respectful and courteous, not causing distress or offence to adults or children.
- Parents/carers to set a good example to children at all times, demonstrating how to get along with all members of the Academy and the wider community.

## **Guidelines**

Types of behaviour that are considered serious and unacceptable are highlighted below. This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the phone.
- Inappropriate posting on Social Networking sites deemed as bullying.
- Speaking in an aggressive/threatening tone.
- Physically intimidating behaviours e.g. standing very close, circling someone with a group of others.
- The use of aggressive hand gestures/exaggerated movements e.g. shaking or holding a fist at someone, pointing at someone.
- Physical threats.
- Swearing.
- Racist, sexist or homophobic comments.
- Comments about staff, children or parents that could be interpreted as oral defamation.
- Physical aggression e.g. hitting, pushing, slapping, punching, barging, kicking.
- Smoking and consumption of alcohol or other drugs whilst on Academy property.

### **Possible follow up actions**

The Academy reserves the right to take any necessary actions to ensure that members of the Academy community are safe and not subject to abuse.

When an issue is reported that suggests a parent has not followed this code of conduct a number of actions may follow, depending on the severity of the infringement.

In any scenario a member of the Academy's senior leadership team will conduct a full investigation.

Consequences could include:

- Verbal warning.
- Written warning.
- Banning from the Academy site.

### **Communications protocol**

Some issues that arise between parents/carers and the Academy are related to expectations around communication. Staff at the Academy will always try their

best to be present and available to receive parental feedback and concerns and, will treat all communications in an appropriate manner, maintaining confidentiality where appropriate. However, on some occasions this is very difficult. Our protocols for managing this are below:

## **Protocols**

- Concerns that need to be raised with the class teacher should not be done at the start of the Academy day (8.45am). At this time teachers are keen to focus on the class and set-up the children for the day.
- Emails are not always the best form of communication and the Academy much prefers face-to-face contact. However, where emails are unavoidable e.g. you can't speak to the senior leaders or teachers, we do not expect staff to respond to emails outside of work hours (i.e. after 5:30 and before 8:00).
- Where parents have not had a concern adequately addressed they should always feel they can have a face-to-face meeting with either the Headteacher or any other senior leader.
- Academy premises are private property and parents have been granted permission from the Academy to be on these premises. However, in the case of serious infringements the Academy may ban parents from entering the Academy and the grounds surrounding. It is an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on Academy premises.
- The police will be called to assist in removing the person concerned.

The Academy is not responsible for organising arrangements for children in the above circumstances. Parents/carers will need to provide alternative arrangements for bringing and collecting children in the Academy.

Any parent/carer who is asked to leave the Academy premises will have the right to appeal the decision by writing to the Headteacher.