

Parent & Carer Code of Conduct Policy

Bolder Academy

Bolder Academy, 1 Macfarlane Lane, Isleworth.
Middlesex, TW7 5DB

This policy is called:	Parent and Carer Code of Conduct
It applies to:	All staff, students and Governors at Bolder Academy
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Parent/Carer Code of Conduct

At Bolder Academy we want to have excellent relationships with all our parents/carers. We believe that the success of our students relies on a strong partnership between the school, parents/carers and the community. To foster a positive and supportive learning environment, we ask all parents/carers to adhere to this code of conduct.

We aim to provide many opportunities for parents/carers to engage with the Academy including parents' evenings, our website and in our newsletters.

By attending Bolder Academy parents/carers are agreeing to this code of conduct.

Expectations

We want all parents/carers to be confident that arrangements in the Academy keep children safe.

- All members of the Academy community to treat each other with kindness and respect, ensuring that all communication is respectful and courteous, not causing distress or offence to parents/carers or students.
- 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.
- Parents/carers to actively engage in their child's education by attending meetings and parents' evenings.
- Encourage and support your child's education by ensuring they attend school regularly, arrive on time and are prepared to learn.
- Encourage your child's education by support homework and revision at home.
- Reinforce the schools behaviour policy, rules and values at home.
- We trust and value the expertise and professionalism of our staff. Parents/carers are expected to respect the professional judgment in all academic and disciplinary matters. Staff act in the best interest of all students and make decisions based on their training, experience and the specific needs of the class. Please note that staff do not need parent/carers consent to issue sanctions in line with our school behaviour policy.
- Parents/carers to address concerns with the school directly and avoid public criticism or 'gossip'.

Communications

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. However, on some occasions this is very difficult. Our protocols for managing this are below:

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- We ask that all subject matters are raised with subject teachers and/or Heads of Department. All staff contact information is available on our website.
- Staff are expected to respond within 48 hours of communication being received. We ask that parents/carers respect and understand that staff have multiple roles and responsibilities during the day and their priority is teaching students.
- We do not expect staff to respond to emails outside of work hours (i.e. after 4:30pm and before 8:30am).
- Where parents/carers have not had a concern adequately addressed they should always feel they can raise this concern with a senior leader.

Unacceptable behaviour

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 / media sites.
- Bullying.
- Speaking or emailing 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/carers that could be interpreted as oral defamation.
- Physical aggression e.g. hitting, pushing, slapping, punching, barging, kicking.
- Smoking, vaping and consumption of alcohol or other drugs whilst on Academy property.

Academy premises are private property and parents/carers have been granted permission from the Academy to be on these premises. However, in the case of serious infringements the Academy may ban parents/carers 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/carer) to cause a nuisance or disturbance on Academy premises.

The police will be called to assist in removing the person concerned. Any parent/carer who is asked to leave the Academy premises will have the right to appeal the decision by writing to the Headteacher.

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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/carer 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 certain forms of communication.
- Banning from the Academy site.