ZENITH
MULTI ACADEMY
TRUST

Parental Code of Conduct Policy

for use by:
All schools in the Trust
Zenith Minds

Approved by:	Board of Trustees
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1.0 Aims of the Policy

1.1. The school is dedicated to ensuring that all students/pupils achieve their potential and will work in partnership with all stakeholders to achieve these aims. We value our relationship with parents/carers, and recognise their pivotal role in ensuring a quality education and experience for all. Formal and informal communication channels with the school help to further positive working relationships. However, the school is required to have a policy to address parental/carer's behaviour where this is unacceptable and has a detrimental effect on the good order, and safety of the school. The school has a duty of care for both students/pupils and staff to ensure their safety and well being.

1.2. To help us 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 students/pupils (through our behaviour policy).

1.3. This policy will outline the behaviours that are unacceptable to the school and what sanctions are available to deal with the behaviour.

1.4. This policy should be read in conjunction the school's complaints policy as the school expects all parental complaints to be taken seriously, and to be dealt with comprehensively and as far as possible in confidence. The school's complaints policy allows parents/carers' complaints about school issues to be dealt with efficiently and sensitively, and at the appropriate level.

2.0 The Scope and Application of this Policy

2.1 We expect all our parents/carers to:

- respect the ethos, vision, and values of our school;
- work together with staff in the best interests of our students/pupils, with reasonable and realistic expectations regarding school response times (formal complaint response timeframes are set out in the school's complaint policy);
- treat all members of the school community with respect – setting a good example with speech and behaviour;
- seek a peaceful, measured solution to all issues;
- address your own child's behaviour (or those in your care), particularly in public, where it could lead to conflict, aggression or unsafe conduct;
- approach the right member of school staff to help to resolve any issues of concern.

2.2 The policy aims to clarify that the following behaviours demonstrated by parents/carers will not be tolerated by the school:

- unwarranted and unnecessary telephone calls/correspondence taking up undue teaching and administrative time;
- intimidation or threatening behaviour (including to another member of the school community);
- disruptive behaviour;
- racist, sexist, homophobic, transphobic, misogynistic conduct;
- swearing or using offensive language;
- incitement of others and threats or risk of injury;

- shouting at members of staff, students/pupils or other parents;
- Sending abusive messages to any member of the school community, including via text, email, or social media;
- Posting unsubstantiated, defamatory, offensive, or derogatory comments about the school, its staff, or any member of its community, on social media;
- Breaking confidentiality when applicable;
- Use of physical punishment against your child while on school premises;
- Any aggressive behaviour (including verbally or in writing) towards another child or adult;
- Disciplining another person's child;
- Smoking, drinking alcohol, or taking illegal substances on the school premises, including attending the school whilst under the influence of alcohol/illegal substances;

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

3.0 Key principles

- The education of the children of the parent/carer involved will not be compromised in any way;
- Clear documentary evidence is kept of any correspondence, action or decisions for a period of at least 12 months;
- The school will fully investigate all valid concerns;
- Any decisions will be fully communicated to the parent/carer;
- Any parent/carer behaving unlawfully will be reported to the police.

4.0 Procedures

The school has a range of strategies to employ with any parent/carer 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 or Chair of Governors, the severity of the behaviour warrants such a level of intervention.

4.1 Verbal Warning/Mediation Meeting

A parent/carer 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.

4.2 Two Formal Written Warnings

A formal written letter will be sent to the parent/carer 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/pupil at the school for a period of twelve months. Should a further incident occur, a second formal written warning should be issued.

4.3 **Legal Sanctions**

If a parent/carer breaches the expected standard of behaviour as set out in this Parental Code of Conduct Policy despite formal written warnings, then the school may consider the following sanctions listed below. These will usually only be used in extreme circumstances e.g. if a parent/carer continues to exhibit conduct in breach of this policy or has committed a serious breach of this policy.

4.3.1 The school may ban the parent/carer from the school premises for a specified period, subject to regular review by the Local Governing Body. A letter to this effect will be sent by the Chair of the Local Governing Body. In extreme situations, the school may issue a ban without first issuing a written warning.

Any entry onto the site in contravention of such a ban and where a nuisance is caused would be a criminal offence under section 547 Education Act 1996 and the parent/carer will be removed from the premises by the Police or an authorised member of staff.

4.3.2 An injunction under the Protection from Harassment Act.

The school may seek an injunction requiring them to desist from behaving in the manner in question. The school will seek an injunction against the parent/carer's conduct under the Protection from Harassment Act 1997.

4.3.3 Anti-Social Behaviour Order (ASBO).

The school may seek an ASBO. The Court will have the ability to grant an ASBO which would prohibit the parent from pursuing a certain course of action.

5.0 Responsibilities:

5.1 The Trust:

Trust is responsible for:

- approving the school policy, procedures, and guidelines;
- receiving reports; and any necessary documentation;
- advising the Headteacher;

The Local Governing Body will monitor the level and nature of reports and review the outcomes annually or earlier if so determined by the Chair.

5.2 The Chair of the Local Governing Body/LGB is responsible for:

- monitoring the good order and safety of the school;
- checking that the correct procedure is followed;
- reviewing bans from the school site (the Chair is responsible for issuing a banning letter).

5.3 The Headteacher is responsible for:

- the overall internal management of the procedures;
- ensuring that the procedures are monitored and reviewed and reports made to the Local Governing Body;
- authorising staff to remove parents/carers from the school site.
- the efficient operation and management of the policy and procedures;
- training staff on how to deal appropriately with difficult parents/carers;
- keeping parents/carers, students/pupils and others informed of the procedures;
- compiling reports as required.

6.0 Information for Parents/Carers

6.1 The school will advise parents/carers of this Parental Code of Conduct. This Parental Code of Conduct policy is available via the school's website or directly from the school.

7.0 Equal Opportunities

7.1 In implementing this policy the Local Governing Body, Headteacher and staff must take account of the school's Equal Opportunities policy.

8.0 Monitoring and Review

8.1 The Headteacher will report to staff from time to time, and to the Local Governing Body annually or earlier if the Chair so determines, on the number and type of incidents and behaviours displayed by parents/carers received and their outcomes.

8.2 The Board of Trustees will review this policy every two years.