



PARENT CODE OF CONDUCT

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Related Documents:

Best Practice Advice for School Complaints Procedures 2020, Department for Education.
Policy on Complaints and procedures

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1 Aims of the Policy

- 1.1 Our vision is to hold high ambition, positive relationships and mutual respect at the core of our school culture we believe that a strong partnership between parents and the school is essential for the success and well-being of our students. At the school we are fortunate to have a supportive parent body. Our parents recognise that educating children involves a partnership with school. As part of that partnership, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. We thank the vast majority of our parents who adhere to this policy consistently.

The School also has a duty of care to both staff and students to ensure their safety and well-being and, as such, the School will not tolerate parent behaviour that is unacceptable and has a detrimental effect on the good order and safety of the school.

This code of conduct outlines the expectations we have for parents in fostering a positive and respectful school environment, along with the actions and potential sanctions that may be taken in response to unacceptable behaviour.

Our core values of Respect, Honesty and Kindness guide our interactions and relationships within the school community.

- 1.2 This code of conduct should be read in conjunction the Schools' Policy on Complaints. Where the complaint is repetitious, vexatious or pursued in an otherwise unreasonable manner, this will be dealt with in line with the Complaints Policy.
- 1.3 In this policy, 'parent' means a parent, carer, or anyone with legal responsibility for a child. The principles in this document also apply to any other family members of students or other visitors to a school.
- 1.4 If a parent is acting in a voluntary capacity, for example as a governor or in any other volunteer role, they are still subject to the scope of this code of conduct as a parent.

2 Guidance

- 2.1 We expect parents to:
- Respect the caring ethos of our school;
 - Understand that both teachers and parents need to work together for the benefit of the children;
 - Demonstrate that all members of the school community are treated with respect, honesty & kindness and therefore set a good example in their own speech and behaviour;
 - Seek to clarify their child's version of events with the school's in order to bring about a peaceful solution to any issue;



- Correct their child's behaviour, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour;
- Approach the school to help resolve any issues of concern;
- Avoid using staff as threats to admonish children's behaviour.

2.2 In order to support a peaceful and safe school environment the school will not tolerate parents exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of the school in any part of the school building and grounds;
- Frequent, unwarranted and/or unnecessary correspondence and communication which is hindering the proper running of the school;
- Using loud or offensive language, swearing, cursing or profane language or displaying aggression - this includes discriminatory language;
- Making deliberately false, malicious or vexatious accusations;
- Harassment, bullying, intimidation, coercion or humiliation towards any member of school staff, volunteers or other parents and children;
- Threatening actual bodily harm to a member of school staff, governor, visitor, fellow parent or pupil regardless of whether or not their behaviour constitutes a criminal offence;
- Damaging or destroying school property;
- Abusive or threatening emails, texts, voicemail, phone messages or other communication;
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils, parents/carers or staff at the school on any social media sites - any concerns you may have about the school must be made using the appropriate procedures (see complaints policy), so they can be dealt with fairly, appropriately and effectively for all concerned;
- The use of physical aggression towards another adult or child, this includes the physical punishment of your own child on school premises;
- Approaching someone else's child in order to discuss or chastise them because of the action of this child towards their own child - such an approach to a child may be seen to be an assault on that child and may have legal consequences;
- Smoking and consumption or being under the influence of alcohol or other drugs whilst on school property;
- Incitement of others to do any of the above unwanted behaviours.

2.3 This is not an exhaustive list but seeks to provide illustrations of such conduct. It will ultimately be for the school to determine whether conduct is deemed to be unacceptable.

2.4 Any form of communication that threatens the safety or well-being of staff or pupils will be taken seriously and addressed immediately, with the goal of protecting the safety and well-being of all members of our school community.



- 2.5 Should any of the above behaviour occur on school premises or at a school organised event, the school may feel it is necessary to contact the appropriate authorities and if necessary, ban the offending person from entering the school grounds, or put a communication plan into place.

3.0 Key principles

- The education and wellbeing of the child of the parent involved will not be compromised in any way by the application of this code of conduct.
- Any decisions will be fully communicated to the parent with clear reasons for the decision taken.
- Parents have the right to make representations about the action of the School to the school and are encouraged to raise these through the appropriate channels and we ask that all communication remains respectful and constructive.
- Most restrictions will be time limited and subject to a review.

4.0 Core Values

4.1 Respect

We expect all parents to treat staff, students and other parents with respect. This includes valuing the opinions and feelings of others, listening actively, and communicating in a constructive manner.

4.2 Honesty

Open and honest communication is vital. We encourage parents to share any concerns or feedback with the school directly and to engage in discussions with integrity.

4.3 Kindness

Kindness should be at the heart of all interactions. We promote a culture where everyone feels valued and supported, and we expect parents to model this behaviour for their children.

5.0 Covert recordings

- 5.1 Unless explicitly agreed in writing, Huntington School does not consent to parents making audio or video recordings of any member of staff, governor or school volunteer, including during in-person meetings, remote/virtual meetings or telephone conversations. Making covert recordings without the consent of members of staff is regarded as a breach of the relationship of mutual trust and confidence between the parent and the school.



- 5.2 If a parent is found to be recording a discussion, all members of staff have the right to terminate the meeting or telephone call on discovery.
- 5.3 A parent that records a member of staff, governor or school volunteer, without consent may be issued with a restricted communication plan (see below).
- 5.4 If a parent is found to have recorded any audio or video footage on the school site without consent of any individual, this may result in the parent being immediately banned from the school's premises (see below) and the involvement of external agencies.

6.0 Inappropriate use of social media

- 6.1 Huntington School encourages parents to approach staff with concerns and to make use of the school's Policy on Complaints to escalate matters where necessary. We urge parents to refrain from expressing concerns about the school or its staff on social media sites. Expressing concerns on social media may damage the reputation of the school and the integrity of its staff may be unnecessarily called into question. Negative comments posted on social media can cause upset and is often counter-productive to sorting any issues and the overall aim of educating pupils. Furthermore, comments made about individual members of staff may be considered defamatory or amount to cyber-bullying.
- 6.2 It is a criminal offence to publish information which would likely lead to the identification of a teacher who is subject to an allegation of misconduct until such time as they are charged with an offence or the Secretary of State for Education publishes information about the teacher in connection with a disciplinary case (Education Act 2011). All members of the community need to be aware of the importance of not publishing named allegations against teachers online as this can lead to prosecution and a fine.
- 6.3 Should the school become aware that a parent is using social media to target the school, or its staff, it may:
- report the post(s) to the relevant social networking site
 - contact the parent or social media page owner to require the post to be edited or removed
 - issue the parent with a restricted communication plan (see below)
 - where appropriate, inform the police or other relevant agencies

7.0 Procedures

Huntington School has a range of strategies to employ with any parent who engages in unacceptable behaviour. 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, a member of the Senior Leadership Team or a panel of governors, the severity of the behaviour warrants such a level of intervention.



Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff or others, the matter will be referred immediately to the police and/or Huntington School's legal team for action.

7.1 Verbal/informal warning – followed by Appendix A

A parent who displays any of the behaviour as described above will be asked to desist and offered the opportunity to discuss the matter in person.

7.2 Mediation meeting

Where appropriate, the parent may be asked to meet with the Headteacher (or a person authorised by them) to discuss the matter in person. The mediation meeting may be followed with either Appendix B (formal written warning), C (restricted communication plan) or D (ban from the school premises), as appropriate

7.3 Formal written warning(s) - Appendix B

A formal written warning will be sent to the parent by letter to their home address. This letter will be signed by the Headteacher, a member of the Senior Leadership Team or Chair of Governors and circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. This letter will be retained for a period of twelve months and then in line with Huntington School's Data Retention Policy. Where appropriate, more than one formal written warning letter may be issued.

7.4 Legal sanctions

If a parent commits serious or repeated breaches of the expected standard of behaviour as set out in this policy, then Huntington School may consider implementing one or more of the sanctions listed below:

A - Restricted communication plan – Appendix C

This will restrict the manner and frequency in which the parent can communicate with the school. In considering this action the school will:

- Set out the purpose of the plan - to foster a positive relationship between the school and the parent whilst prioritising the best interests of the student;
- Appoint a key contact within school;
- Set out the approved communication methods;
- Detail how and when any meetings can be arranged, scheduled and agreed upon;
- If contact is to be by phone calls - specify times, frequency and who these are to be with;
- Set out how frequently the parent should expect communication from the school, i.e. Weekly updates via email, or monthly meetings to discuss progress and concerns;
- Agree clarity of content of communication - academic progress, behavioural issue, attendance issues and may specify topics that are off limits, especially where a parent has made vexatious, false or malicious claims.



- Identify a date of review of the plan, to assess its effectiveness and make any necessary adjustments;
- Signpost support and resources available - parent support groups, educational resources and any school policies appropriate to the situation.
- Emphasise the importance of keeping the matter confidential and having respectful communication throughout the process;
- Maintain a copy of the plan, notes from any meetings or verbal communications and written communications. The parent will also be given a copy of these, where appropriate.
- Inform the governing body that a restricted communication plan has been put in place.
- Inform the parents by a formal letter which will include the details of the decision, the plan, the duration if applicable and information on how they can appeal or request a review;
- Inform all relevant staff about the communication plan to ensure they are aware not to respond to any communications other than those allowed in the plan.

B - Ban from the School's premises – Appendix D

A parent's common licence to access a school's premises can be removed or restricted for a specified period. In such circumstances, parents may need to make alternative arrangements for bringing their child into school. 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 of the Education Act 1996. Any parent in breach of the ban will be removed from the premises by the police or an authorised member of staff. In considering this action the school will:

- Assess the situation and evaluate the impact of the behaviour on the school, staff, students and other parents;
- Discuss the situation with the Headteacher or a member of the Senior Leadership Team, including the Special Educational Needs Coordinator and Designated Safeguarding Lead where necessary;
- Inform the governing board that a ban has been put in place;
- Decide if the ban is to be temporary and time limited, or a permanent ban;
- Include the conditions under which a ban may be lifted (e.g. attending mediation);
- Inform the parents of the ban by formal letter which will include how the parent can appeal the decision or request a review;
- Inform all relevant staff about the ban to ensure they are aware and can enforce it, this will also include notifying the relevant local authorities.



C - An injunction under the Protection from Harassment Act 1997

The School may seek an injunction requiring the parent to desist from behaving in the manner in question.

8.0 Monitoring and Review

The Headteacher will report to staff from time to time and to the Governing Board (and the local authority annually, or earlier if the Chair of Governors so determines, on the number and type of incidents involving unacceptable behaviour displayed by parents, how these matters were handled and their outcomes.

9.0 Records

A record will be kept of any correspondence, action or decisions for a period of at least twelve months and then in line with the school's Data Retention Policy. Correspondence, statements and records relating to individual matters will be kept confidential except where:

- access is requested by the Secretary of State
- disclosure is required in the course of an inspection
- an individual has a legal right to access their own personal data contained within such documentation
- under other legal authority

This policy sets out the procedures that all schools and academies are already able to use when experiencing issues around parental conduct.

We appreciate the vast majority of parents who work with us, in cooperation with school to uphold this code of conduct. By working together we will continue to have a safe, respectful and nurturing environment for all at Huntington School.



Appendix A

Example of a formal letter about a parents conduct towards staff, students or parents – informal warning

Re: CONFIDENTIAL – Formal letter to acknowledge informal warning

Dear

I have received a report about your conduct on [enter date and time]

[Add summary of the incident and of its effect on our school community, particularly (list who is effected)]

We believe our school community are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress is contrary to the aims of the school. I must inform you that the school will not tolerate conduct of this nature and will act to defend its staff, students and other parents.

I am therefore informing you that should the school staff have any further concerns about your behaviour, formal procedures will be followed.

Yours sincerely,

Headteacher



Appendix B

Example of 2nd formal letter warning of formal consequences

Re: CONFIDENTIAL – Formal written warning

Dear

I have received a report about your conduct on [enter date/time]

[Add summary of the incident and its effect on the school community]

We believe our school community are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to members of the community is contrary to the aims of the school. I must inform you that the school will not tolerate conduct of this nature and will act to defend its staff, students and school community.

You have already been contacted on [date]. I am therefore informing you that should the school staff have any further concerns about your behaviour you may be given a restricted communication plan, be banned from the school premises under Section 547 of the Education Act 1996 or an injunction under the Protection from Harassment Act 1997.

Yours sincerely,

Headteacher



Appendix C

Example of restricted communication plan formal letter

Dear Parent

Re: CONFIDENTIAL - Implementation of a Restricted Communication Plan

I hope this letter finds you well.

I am writing to formally inform you about the implementation of a restricted communication plan concerning your interactions with Huntington School. This decision has been made in light of recent concerns regarding communication patterns that have affected the school environment.

Purpose of the Restricted Communication Plan:

The primary aim of this plan is to ensure that communication remains constructive, focused on your child's educational experience, and conducive to a positive school environment. During the term of this plan, any communications to other staff will not be responded to (other than absence reporting).

Reason for the Restricted Communication Plan

Please detail the reasons for the plan, in brief.

1. Designated Contact Person:

All communications should be directed to [Name of designated contact person - pastoral lead or specific teacher]. This individual will be your primary point of contact for any concerns or inquires regarding your child.

2. Approved Communication Channels:

Email: Please use email as the primary method of communication. You can reach [designated contact person] at [email address]. We aim to respond to all emails within 48 hours as per our school standard procedure.

Scheduled meetings: Meetings will be arranged in advance with [designated contact person]. Walk-in meetings will not be permitted.

3. Topics of Discussion:

Communication should focus on your child's academic progress, behaviour, and attendance. We expect all communications to be respectful and courteous. Discussions regarding other matters should be directed to the appropriate channels as outlined in our school policies.

4. Frequency of Communication:

We encourage regular updates, but please limit communications to [specify frequency] to ensure that we can manage our time effectively and respond appropriately.



5. Feedback Mechanism:

We value your input and encourage you to share your thoughts through the designated contact person at your regular communications as set out above.

Review of the Plan

The restricted communication plan will be reviewed on [specify date - eg three months from the date of this letter] to assess its effectiveness.

You can still inform the school of any absence in the usual way [class charts, answerphone message or email]

We believe that this approach will help foster a more positive and productive relationship between the school and home, ultimately benefiting your child's educational experience. If you have any questions or require further clarification regarding this plan, please do not hesitate to contact your designated contact person].

Thank you for your understanding and cooperation,

Yours sincerely,

[Your name]

[Your position]

If you wish to appeal this decision, in the first instance please contact your [designated contact person] who will advise you of the process to do this [or detail the process you wish the parent to follow]

List any resources / policies you wish to alert the parent to.



Appendix D

Example of notification of Ban from School Premises formal letter

Dear Parent

Re: CONFIDENTIAL - Notification of Ban from School Premises – Section 547 of the Education Act 1996.

I hope this letter finds you well.

I am writing to formally notify you that you are now banned from Huntington Schools premises.

Following recent incidents involving your behaviour on school grounds, which have raised significant concerns regarding the safety and well-being of our students, staff & whole school community, the school leadership team has decided to impose a ban on your access to the school premises effective immediately.

Duration: This ban will remain in effect until [specify duration e.g. further notice, a specified date or until a review meeting].

Reason for the Ban: The decision has been made due to [briefly outline the reasons e.g. disruptive behaviour, threats to staff or students, etc.] We take these matters very seriously and must prioritise the safety and security of our school community.

Appeal Process: If you wish to appeal this decision, you may do so by submitting a written request to [a designated person e.g. Headteacher or Governing Board] by [specify date]. Your appeal will be reviewed, and you will be notified of the outcome.

Communication: During this period, any necessary communication regarding your child's education should be directed to [designated contact person e.g. pastoral lead or specific member of staff] via email at [contact email] or by phone at [phone number]. Emails will be responded to within 48hrs as per our normal procedures. At all times, we expect communication to be respectful.

We understand that this may be a difficult situation, and we encourage you to contact us if you have any questions or require further clarification regarding this decision,

Thank you for your understanding and cooperation in this matter,

Yours sincerely,

Your Name

Your Position