



Parent Code of Conduct

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Statement of intent

At Accomplish Multi Academy Trust (AMAT) **SCHOOL NAME**, we strive to build a strong relationship with parents to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.

To create a welcoming and safe learning environment, the school implements a specifically designed set of rules regarding behaviour and conduct which parents are expected to act in accordance with.

All staff members have the right to work without fear of violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, governors, visitors, pupils or other parents may result in individuals being removed from the premises.

This document outlines the manner in which parents are expected to act whilst on the school premises, as well as detailing the type of behaviour that will not be tolerated.

1. Legal framework

This document has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Education Act 2011
- Education Act 1996
- Children Act 2004
- DfE (2026) 'Keeping children safe in education 2026'
- DfE (2018) 'Controlling access to school premises'

This document operates in conjunction with the following Trust and school policies:

- AMAT Complaints Procedures Policy, including the Trust procedure for dealing with serial and persistent complaints.
- AMAT Data Protection Policy
- Social Media Policy (this may be covered in the data protection policy)
- AMAT Safeguarding Policy

2. Expectations

Our school expects parents to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff members for the benefit of their child and to resolve any issues of concern.
- Treat all governors, staff members, pupils, other parents and any members of the school community with dignity and respect.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow the school's parking rules and procedures for dropping-off and collecting pupils from school.
- Dress in an appropriate manner when on the school premises and attending school events, and ensure their dress and appearance reflects that they are role models for pupils, e.g. parents may not wear nightwear when dropping-off or collecting pupils.

Parents are required to act in accordance with all relevant school policies and procedures at all times. Parents can request copies of all relevant policies and procedures from the school office or view on our websites.

3. Unacceptable Conduct

The school takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened.

Parental behaviour that the school does not tolerate includes, but is not limited to, the following:

- Using foul, abusive or offensive language
- Raising voices inappropriately at another individual
- Making racist or sexual comments
- Using aggressive hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the school community, including pupils, staff, governors and other parents
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- Sending abusive, aggressive or threatening messages, emails or other communications to any member of the school community
- Trespassing on school property without prior permission or implied licence
- Causing intentional damage to school property
- Breaching the school's security procedures
- Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking and pushing
- Physically intimidating an individual
- Partaking in unnecessary physical contact with an individual
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media (please refer to the 'Inappropriate Use of Social Media' part of this policy below.)
- Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities
- Approaching another parent or pupil to discuss or reprimand them because of an issue between pupils
- Threatening any member of the school community in any way
- Arriving on the school premises partially clothed
- Smoking on the school premises
- Taking illegal or harmful drugs while on the school premises
- Drinking alcohol on the school premises, unless it has been authorised and supplied by the school
- Taking photographs or videos on the school premises without permission from the school
- Driving unsafely within the vicinity of the school

4. Managing unacceptable conduct

If a parent is behaving inappropriately, a report will be made to the headteacher or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Parents will raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher or the headteacher and will not approach the parent themselves.

Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent has behaved inappropriately, they will be invited to a meeting by the headteacher to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the headteacher, in collaboration with other staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the parent from the school premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent's channels of communication to the school, e.g. no longer allowing the parent to send emails to a staff member directly
- Reporting content the parent has posted online to the website's admin
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children

Any child protection and safeguarding concerns will be addressed in accordance with the school's Safeguarding Policy.

The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary. The police will be contacted where a parent is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent has been previously barred from the premises, or has exceeded their implied access to the premises and is causing a disturbance, the police will be contacted to remove the individual from the premises.

If concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises, in line with the 'Barring from the school premises' section of this policy.

5. Covert Recording

Unless explicitly agreed in writing, AMAT does not consent to parents making audio or video recordings of any member of staff, trustee/local 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.

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.

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 premises (see below) and the involvement of external agencies.

6. Inappropriate Use of Social Media

AMAT encourages parents to approach staff with concerns and to make use of the Trust's Complaints Procedure to escalate matters where necessary. We urge parents to refrain from expressing concerns about the Trusts, its Academies or its staff on social media sites. Expressing concerns on social media may damage the reputation of the Trust and/or its Academies 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 the overall aim of educating pupils. Furthermore, comments made about individual members of staff may be considered defamatory or amount to cyber-bullying.

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.

Should AMAT become aware that a parent is using social media to target the Trust, any Academy 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
- where appropriate, inform the police or other relevant agencies

7. Procedures

AMAT 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 CEO or Chair of Trustees (or any person authorised by them), 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 the Trust's legal team for action.

Verbal Warning

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.

Mediation Meeting

Where appropriate, the parent may be asked to meet with the Headteacher or CEO (or a person authorised by them) to discuss the matter in person.

Formal Written Warning

A formal written warning will be sent to the parent by letter to their home address. This letter will be signed by the CEO, the Headteacher or the Chair of Trustees (or any person authorised by one or more of them) 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 the AMAT Records Management Policy and Retention Schedule. Where appropriate, more than one formal written warning letter may be issued.

Legal Sanctions

If a parent commits serious or repeated breaches of the expected standard of behaviour as set out in this policy, then AMAT may consider implementing one or more of the sanctions listed below (or may authorise the school to do so):

A) Restricted Communication Plan

The parent may be issued with a communication plan. This will restrict the manner in which the parent can communicate with the Trust and/or School. This may include:

- Requiring contact in a particular form (e.g. in writing only)
- Limiting contact to one member of staff or a specific email address
- Restricting telephone calls to specified days and times
- Restricting communication to in writing only

B) Barring from the school premises (please refer to Section 8 of this policy)

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.

C) An injunction under the Protection from Harassment Act 1997

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

8. Barring from the school premises

The school has the right to bar a parent from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.

If a parent persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site.

The school will either:

- Bar the parent temporarily, until the parent has had the opportunity to formally present their side.
- Inform the parent that they intend to bar them and invite them to present their side.

The headteacher will send a letter to the parent, informing them of the following information:

- Why they have been temporarily barred or face a bar
- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- That they have the right to formally express their views on the decision to bar in writing to the CEO within 10 working days
- The headteacher's decision to bar the parent will be reviewed by the CEO.

The CEO will take account of any representations made by the parent and decide whether to confirm or lift the bar. The parent will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they will be advised to seek independent legal advice.

9. Monitoring and review

This document will be reviewed on an annual basis by the headteacher and any changes made will be communicated to all parents and staff at the school.

The next scheduled review date for this document is July 2027.

All parents will be provided with a copy of this code of conduct upon their child's attendance at the school, and are required to familiarise themselves with the procedures and guidelines outlined.

The CEO and Headteachers will report to the Board (and the local governing boards/committees, as appropriate) annually, or earlier if the Chair of Trustees so determines, on the number and type of incidents involving unacceptable behaviour displayed by parents, how these matters were handled and their outcomes.

10. Recording

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 AMAT Records Management Policy and Retention Schedule. 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 Academy inspection
- an individual has a legal right to access their own personal data contained within such documentation
- under other legal authority