



Parent Code of Conduct

Document title	Parent Code of Conduct
Date of Approval/Review	July 2025
Version	1.1
Policy review date	July 2026

Statement of intent

At Accomplish Multi Academy Trust (AMAT) (replace to school name if school specific), 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.

This document summarises 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. A full version of the Parent Code of Conduct can also be provided on request.

1. Expectations

Our school expects parents to work together with staff members for the benefit of their child, to resolve any issues of concern, and to set a good example to pupils through their behaviour and how they interact with staff. Our school expects respectful communication at all times with all staff members, governors, pupils and other parents, as well as respecting the school grounds.

2. 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. A full list of parental behaviour that the school does not tolerate, is included within the full version of the Parent Code of Conduct; however, this primarily relates to inappropriate or abusive language or behaviour, both offline and online, including damage to property and inappropriate presentation when on the school site.

3. 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. Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation. A list of the potential outcomes are included within the full version of the Parent code of Conduct, however could include barring the parent from the school premises, and restricting channels of communication.

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

4. 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. 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 and the involvement of external agencies.

5. 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. 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

6. 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. The strategies considered are detailed in full in the full version of the Parent Code of Conduct and include: a verbal warning, mediation meeting, formal written warning and legal sanctions.

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.