



Parent and Carer Code of Conduct



Policy	Parent and Carer Code of Conduct
Date of review	January 2025
Date of next review	September 2026
Lead professional	Chief Operating Officer
Status	Non-Statutory

Purpose and scope

At Trinity Multi Academy Trust and our associated academies, we believe it is essential to:

- Work in partnership with parents or carers to support their child's learning;
- Create a safe, respectful, and inclusive environment for pupils/students, staff, parents, and visitors;
- Model appropriate behaviour for our pupils by always being kind, safe, and going above and beyond.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community, which will support a favourable 'Academy Climate'. This includes staff (through the staff code of conduct) and pupils (through our Behaviour for Learning Policy). In addition, we adhere to the 'Keeping Children Safe in Education 2024' statutory guidance, ensuring that safeguarding and promoting the welfare of children is embedded in every aspect of our operations. We are committed to providing a safe environment where students can learn, and staff are trained to identify, respond to and report any concerns regarding child safety.

Our expectations of parents, carers, and visitors

We expect parents, carers, and visitors to:

- Respect the ethos, vision and values of our Trust and academies;

- Work together with staff in the best interests of our pupils/students;
- Treat all members of the academy community with respect – setting an excellent example with language and behaviour;
- Seek a peaceful solution to all issues;
- Correct their child's behaviour (or that of those in their care), particularly in public, where it could lead to conflict, aggression, or unsafe conduct.
- Approach the right academy staff member to help resolve any issues of concern.

Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, academy operations (including events on the academy grounds and sports team matches).
- Swearing or using offensive language.
- Displaying a temper or shouting at members of staff, pupils, or other parents.
- Threatening another member of the academy community.
- Sending abusive messages to another member of the academy community, including via text, email, or social media.
- Posting defamatory, offensive, or derogatory comments about the academy, its staff, or any member of its community on social media platforms.
- Use of physical punishment against your child.
- Any aggressive behaviour (including verbally or in writing) towards another child or adult.
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.
- Smoking or drinking alcohol on the academy premises (unless alcohol has been allowed at a specific event).
- Bringing dogs onto the academy premises (other than guide dogs).

Breaching the code of conduct

If the Trust or an academy suspects' or becomes aware that a parent, carer, or visitor has breached the code of conduct, the academy will gather information from those involved and

speak to the individual about the incident. This approach aligns with the guidelines set forth in the "Keeping Children Safe in Education 2024" document, which underscores the importance of maintaining a safe and respectful environment for all students and staff. Ensuring compliance with these standards helps safeguard the welfare of children and supports a positive educational setting.

Depending on the nature of the incident, the academy may then:

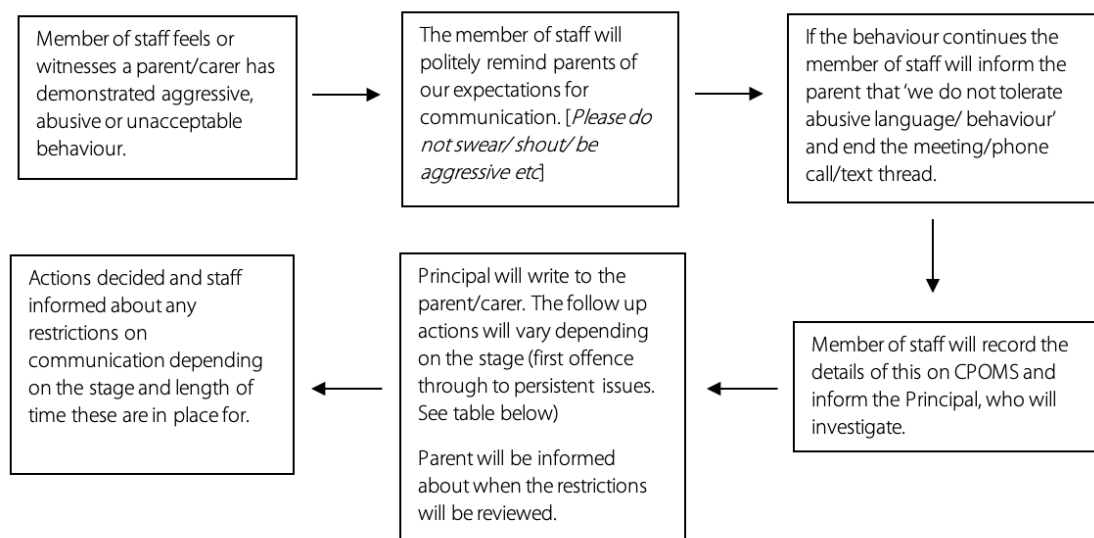
- Send a warning letter to the parent or carer;
- Invite the parent or carer into the academy to meet with a senior member of staff or the Principal;
- Contact the appropriate authorities (in cases of criminal behaviour);
- Seek advice from the Trust's solicitors regarding further action (in cases of conduct that may be libellous or slanderous);
- Ban the parent or carer from the academy site;

Where the incident relates to a visitor to the Trust or academy site, the individual will be asked to cease the behaviour, and if it continues, they will be asked to leave the site. If the individual represents another organisation, that organisation will be contacted, and the incident will be reported. This aligns with the guidelines set out in Keeping Children Safe in Education 2024, which emphasises the importance of maintaining a safe environment for students and staff.

Sanctions will also be applied where staff members are harassed in their community setting by a parent or carer, as the Trust has zero tolerance for violence and harassment against staff. According to Keeping Children Safe in Education 2024, ensuring a protective and supportive atmosphere for educators is crucial to fostering a positive learning environment for pupils.

The academy will always respond proportionally to an incident. The final decision regarding responding to code of conduct breaches rests with the senior staff member on site (normally CEO/COO/CFO, Executive Principal, or Principal), ensuring that actions are consistent with the safeguarding policies outlined in Keeping Children Safe in Education 2024.

Guidance for staff



	Actions	Notes
First incident	Warning letter	Parent will be reminded of our expectations and warned of the consequences if behaviour is repeated.
Second incident	Removal of the right to communicate directly with staff.	- Parent is informed that they cannot contact the staff directly. They will need to use the contact us email and will receive communications from academy through MCAS. Parent invited into academy to meet with the Principal to discuss. - Reviewed after 6 weeks and communication rights restored if there have been no further incidents.
Third incident	Removal of the right to enter academy property	- Parent is informed that they cannot enter academy property or communicate directly with staff - unless specifically invited by academy staff, with the agreement of a senior leader, for prior arrangement for things such as parents evening, rewards assemblies, SEN review. They will need to use the contact us email and will receive communications from academy through MCAS. - Parent invited into academy to meet with the Principal to discuss - Restriction in place for the remainder of the academy year.
Subsequent incidents	Continued restriction of communication and letter from Chair of Governors.	Chair of Governors writes to reinforce restrictions (or re-establish if restrictions had been removed following review) and reiterate expectations for parental conduct. Noting if the behaviour persists then the academy may involve the Police.
Extremely Serious Events	Staff and students/pupils will move to a safe position/location, and the contact Police if there is immediate danger.	Extremely serious events create potential safeguarding and public order offences and Police will be contacted at any point during such events to ensure the safety of staff and pupils/students.