

Charter.

Better futures
for children &
young people.

The Charter Schools Educational Trust Parent code of conduct

Approved by:	Trust Director of Operations	Date: November 2024
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Last reviewed on:	20/11/2024
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Next review due by:	November 2027
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1. Purpose and scope

At The Charter Schools Educational Trust (the 'Trust'), our mission is clear, we are focussed on providing better futures for all our children and young people. Our schools strive to build strong relationships 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, our schools implement 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, trustees or governors, visitors, pupils or other parents may result in individuals being removed or banned from the school premises.

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 pupils (through our [Trust Behaviour Principles](#) and our schools' individual behaviour policies).

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

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

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 'Keeping children safe in education'
- DfE (2018) 'Controlling access to school premises'

This policy works in conjunction with the following policies:

- Child Protection Policy
- Staff Code of Conduct
- Allegations of Abuse against Staff Policy
- Complaints and concerns policy
- Photography and images policy
- Social Media Policy

➤ **2. Our expectations of parents and carers**

We expect parents, carers and other visitors 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 trustees, 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 rules and procedures for dropping-off and collecting pupils from school.
- Approach the right member of school staff to help resolve any issues of concern and follow the [Trust Complaints Policy](#) when raising a concern or complaint

Parents are required to act in accordance with all relevant Trust/school policies and procedures at all times including, but not limited to, the following:

- Photography and Images Policy
- Smoke-free Policy
- Drug and Alcohol Policy
- Social Media Policy

Parents can request copies of all relevant policies and procedures from the **school office**.

3. Behaviour that will not be tolerated

The Trust and its schools take 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 Trust and its schools do not tolerate includes, but is not limited to, the following:

- Using foul, abusive or offensive language

- Raising voices inappropriately at another individual
- The use of offensive, insulting, or prejudicial language is not to be used in any circumstances, deliberately or otherwise, including but not limited to racist, homophobic or sexist comments.
- Using aggressive hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the school community, including pupils, staff, trustees, 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
- Any violence, threatening behaviour or verbal abuse towards any member of the school community (including verbally or in writing) towards another child or adult. This includes sending abusive messages to another member of the school community, including via text, email or social media
- 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
- 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 at an organised event
- Taking photographs or videos on the school premises without permission from the school
- Making any covert recordings of conversations with staff without the informed consent of all parties being recorded. Recordings of conversations may be permitted for personal use so that parents can be clear about what was discussed but any subsequent sharing of such recordings will be covered by data protection law and the rules which apply to handling third party data.
- Driving unsafely within the vicinity of the school
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Posting or sharing defamatory, offensive or derogatory comments about the school, its staff or any member of its community on social media platforms

- Use of physical punishment against your child while on school premises
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Bringing dogs onto the school premises (other than guide dogs)

4. Breaching the code of 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:

- Send a warning letter to the parent asking them to amend their behaviour
- Barring the parent from the school premises for a period of time
- Contacting the police in cases of criminal behaviour
- Put a communication plan in place with the parent which outlines which staff members, which communication channels and for what reasons the parent may contact the school
- Reporting content the parent has posted online to the relevant website or social media channel admins
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children
- Seek advice from the Trust's legal representatives regarding further action (in cases of conduct that may be libellous or slanderous)

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

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

5. 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 chair of governors within **10** working days

The chair of governors 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.

The headteacher will consult the relevant Trust Director of Education before banning a parent from the school site.

6. Complaints and Concerns

If you have a complaint or concern that you wish to raise with the Trust or any of its schools, please refer to the [Complaints policy and procedure](#)

7. Review

This policy will be reviewed every three years by the Trust Executive team. The next review date is November 2027.