



Parent, Carer and Family Code of Conduct Policy

Approval date: Summer 2025

At Oak Learning Trust, we are fortunate to have schools that have supportive and friendly parent and carer bodies.

Our families recognise that educating children is a process that involves partnership between parents and carers, class teachers and the school community.

As partners, our parents, carers and families should understand the importance of a good working relationship to ensure we equip children with the necessary skills for adulthood. We welcome and encourage parents, carers and families to participate fully in the life of the school.

Purpose

The purpose of this policy is to share with parents, carers, families and visitors to our schools the expectations of their conduct, and to outline our approach if such conduct is not followed.

Expectations

We expect our parents, carers, families and visitors to

- Respect the caring ethos and values of our schools
- Work together with school staff for the benefit of their children
- Treat all members of the school community with respect, using appropriate language and behaviour
- Approach the school to help resolve any issues of concern
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Promote good behaviour of your own children at all times, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour.
- Avoid using school staff as a threat if your child misbehaves.

In order to support a peaceful and safe school environment, the school will not tolerate parents, carers or visitors exhibiting the following:

- Disruptive or other inappropriate behaviour which interfere or threaten to interfere with any of the school's operations or activities anywhere on the school premises, including at sports matches.
- Approaching another parent or child in order to discuss an issue or chastise them because of an issue between the children (such an approach to a child or adult may be seen as an assault on that child and may have legal consequences). Please talk to a member of staff to resolve problems.
- Using loud or offensive behaviour or displaying temper.
- Using loud, aggressive or offensive language, swearing, cursing, or using profane language.
- Threatening, in any way, a member of school staff, visitor, fellow parent/carers/visitor or pupil.
- Using physical or verbal aggression towards another adult or child, including physical punishment of your own child on school premises.
- Any other behaviour, verbal or otherwise, which could be considered to be inappropriate, offensive or abusive.
- Sending abusive or threatening emails, text/voicemail/phone messages, or other written communications to anyone within the school community.

- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/carers/staff at the school on Facebook or other social media (see below for social media)
- Damaging or destroying school property
- Smoking, vaping, taking illegal drugs or the consumption of alcohol on school premises.
- Taking photographs or videos with phones or other devices on school premises without permission from the school.
- Bringing dogs onto school premises.

Should any of the behaviours occur, school may feel it necessary to contact the appropriate authorities.

If these behaviours occur during meetings (including phone calls) then the meeting may be terminated and another meeting arranged via the school office.

The school may also issue a written or verbal warning and this will be held on record in the school. Subsequent incidents may lead to further action being taken and the school may have to restrict access to the school site, i.e., banned from the school site (which includes any areas inside the gates or fences). In extreme cases, we may need to involve the police.

We trust that parents, carers and visitors will assist our school with the implementation of this policy and we thank you for your continuing support.

Inappropriate use of Social Media

Increasingly, social media websites are being used to fuel campaigns and complaints against schools, head teachers, school staff, and in some cases other parents/pupils. The trustees consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Concerns should not be shared via social media but should be shared with school staff, the class teacher, phase leader, the head teacher so that they can be dealt with fairly, appropriately and effectively for all concerned. If parents or carers feel their concerns have not been addressed to their satisfaction they can make a complaint through the appropriate channels in line with the Trust's Complaints Policy.

Libellous or defamatory posts

If any student or parent/carer of a child being educated at the school is found to be posting libellous or defamatory comments on Facebook or other social network sites about the school, school staff or any pupil at the school, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or student removes such comments immediately. Should comments not be removed, then warnings as highlighted above may be issued and further consequences may arise e.g., restricted from access to the school.

Cyber bullying

We take very seriously the issue of cyber-bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will deal with this as a serious incident of school bullying. Thankfully, such incidents are extremely rare.

In serious cases, the school will also consider its legal options to deal with any such misuse of social networking and other sites.