Park Grove
PRIMARY ACADEMY

Park Grove Primary Academy Parental Code of Conduct Policy

1 Aims of the Policy

1. The Academy is dedicated to ensuring that all students achieve their potential and will work in partnership with all stakeholders to achieve these aims. The Academy is therefore required to have a policy to address parental/carer's behaviour that is unacceptable and has a detrimental effect on the good order and safety of the Academy. The Academy has a duty of care for both staff and students to ensure their safety and well being. This policy will outline the behaviours that are unacceptable to the Academy and what sanctions are available to deal with the behaviour.

2. This policy should be read in conjunction with the Parental Complaints Policy as the Academy expects all parental complaints to be taken seriously and to be dealt with comprehensively and as far as possible in confidence. The Academy's complaints policy allows parents' complaints about Academy issues to be dealt with efficiently and sensitively, and at the appropriate level.

2 Key principles

- The education of the children of the parent involved will not be compromised in any way
- The Academy will fully investigate all valid concerns
- Any decisions will be fully communicated to the parent
- Any parent behaving unlawfully will be reported to the police

3 Expectations of parents/carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our Academy
- Work together with staff in the best interests of our children
- Maintain reasonable expectations for staff response to general communications
- Treat all members of the school community with respect
- Set a good example with speech and behaviour

- Seek a peaceful and reasonable solution to all issues
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful resolution to any issue
- Correct their own child's behaviour in a calm and appropriate manner (or those in their care) while on Academy grounds, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff (as outlined in the Parental Complaints Policy) to help resolve any issues of concern, following up if an appropriate response has not been received

3 Unacceptable conduct

3.1 The following behaviours are considered unacceptable by the Academy:

- swearing or the use of other abusive, offensive or threatening language
- aggressive or disruptive behaviour
- threatening violence or acting violently, including damage to property or injury to individuals
- discriminatory conduct
- behaving in a way which makes others feel intimidated, distressed, humiliated or threatened
- making deliberately false, malicious or vexatious accusations
- smoking or drinking alcohol on the Academy premises (unless purchased at a licensed Academy event), possession or use of illegal drugs on the school site or accessing the school site whilst under the influence
- unwarranted and unnecessary correspondence taking up undue teaching and administrative time (See Serial and Unreasonable Complaints Policy)
- unreasonable demands upon staff to respond to a parental query, or expectations for staff to communicate outside of normal working hours
- disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- abusive or threatening emails or text/voicemail/phone messages or other written communication
- posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- shouting at members of staff, pupils or other parents/carers
- incitement of others, including your own child, to do any of the above

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

3.2 This policy covers any of the above conducts which are committed:

- in the school buildings, on the school site or when offsite during school trips/visits
- by telephone to the school
- by email to the school
- on social media referring to the school
- in any other setting which, in the reasonable opinion of the headteacher or chair of governors, should be regulated by this policy

This policy does not affect the right of parents/carers or other parties to make complaints to the Academy.

4 Procedures

The Academy has a range of strategies to employ with any parent who persists with unacceptable conduct. 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 Headteacher, Chair of Governors or Ebor Academy Trust, the severity of the behaviour warrants such a level of intervention.

4.1 Verbal Warning/Mediation Meeting

A parent who displays any of the behaviour as described above will be asked politely to desist and offered the opportunity to discuss the matter in person on the first occasion, with at least two members of staff present.

4.2 Formal Written Warning(s)

A formal written letter will be sent to the parent where they continue to act unacceptably. This is signed by the Headteacher and circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. This letter is kept on the file of any student at the school for a period of at least twelve months.

4.3 Legal Sanctions

If a parent breaches the expected standard of behaviour as set out in the Parental Code of Conduct, then the Academy may consider the following the

sanctions listed below. These will usually only be used in extreme circumstances e.g. if a parent continues to exhibit conduct in breach of this policy or has committed a serious breach of this policy.

4. A – The Academy may ban the parent from the Academy premises for a specified period, subject to regular review.

Any entry onto the site in contravention of such a ban and/or where a nuisance is caused would be a criminal offence under section 547 Education Act 1996 and you will be removed from the premises by the Police or an authorised member of staff.

4.5 B - An injunction under the Protection from Harassment Act

The Academy may seek an injunction requiring the individual to desist from behaving in the manner in question. The Academy will seek an injunction against the parent's conduct under the Protection from Harassment Act 1997

4.6 C - Civil injunctions and CPNs

The Academy may seek a civil injunction or CPN. The Court will have the ability to grant a civil injunction or CPN which would prohibit the parent from pursuing a certain course of action

5 Responsibilities:

1. **Governing Body**:

The Governing Body is responsible for:

- approving the Academy policy, procedures, and guidelines;
- receiving reports; and any necessary documentation
- advising the Headteacher
- reviewing bans from the Academy site

The Governing Body will monitor the level and nature of reports and review the outcomes annually or earlier if so determined by the Chair

2. **The Chair of the Governing Body is responsible for**:

- monitoring the good order and safety of the Academy and the wellbeing of staff
- checking that the correct procedure is followed

3. **The Senior Leadership Team is responsible for:**

- the efficient operation and management of the policy and procedures
- ensuring that the procedures are monitored and reviewed and reports made to the Governing Body
- authorising staff to remove parents from the school site
- training staff on how to deal appropriately with challenging situations
- keeping parents, students and others informed of the policies and procedures

6 Equal Opportunities

6.1 in implementing this policy the Governing Body, Principal and staff must take account of the Academy's Equal Opportunities policy

7 Monitoring and Review

7.1 The Headteacher will report to staff, and to the Governing Body annually or earlier if the Chair so determines, on the number and type of incidents and behaviours displayed by parents received and their outcomes the Governing Body will review this policy every three years

Signed:__Nick Moss__ **Date**:____12 February 2024_____

Chair of Governing Body