



Parent Code of Conduct

Review Cycle: 2 Years – Autumn Term

Review By: Leadership Team, Quality of Education/HR
Sub-Committee

1. Purpose and scope

Alcester Academy prides itself on its productive working relationships with our children and their families and will work hard to ensure all stakeholders feel supported and valued in whatever way we can. As such, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us achieve 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 behaviour policy).

The parent code of conduct aims to help the academy work together with parents by setting guidelines on appropriate behaviour.

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)

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Adhere to relevant school policy
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour. This includes email correspondence
- Not to approach staff about an issue when off the academy site
- Recognise when a matter has been appropriately resolved and agree to closure
- When contacting a member of academy staff to do so by emailing only an Alcester Academy account or phone line
- Allow academy staff 24 hours (excludes weekends or public/school holidays) to respond to initial contact made, and then allow appropriate time to resolve any issue that you may have (the academy will provide a realistic timescale for this within the initial contact made)
- Understand that the academy should not be expected to respond to contact during the weekend or school/bank holidays. Please note that the senior leadership team are contactable in an emergency during these times and that safeguarding contact details feature on the website during holidays
- Treat any concerns as confidential and avoid sharing views or correspondence on social media platforms
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern
- Seek a peaceful solution to all issues

3. Behaviour that will not be tolerated

Alcester academy will not tolerate the following behaviours from parents, carers and other visitors:

- Disrupting, or threatening to disrupt, school operations
- Swearing, or using offensive language
- Recording academy staff members in any situation
- Shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting 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
- 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, vaping or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide or therapy dogs)
- Contacting the academy excessively whereby staff are not given proportionate time to confirm the initial concern and respond effectively

4. Breaching the code of conduct

If the academy suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

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

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the headteacher. If this proves unsuccessful, or the breach continues, we will arrange for a member(s) of the Governors Panel to meet with parents in a bid to resolve the incident(s) and/or concern(s)
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Limit parental communication with the academy (except emergency use only). This may result in a ban of the academy site and a set communication plan

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.

The headteacher will consult the chair of governors before banning a parent from the school site.

Signed: _____Chair of Governors

Signed: _____Headteacher

Date: _____

(ratified by the Full Governing Body on 4th September 2025)