



PARENT CODE OF CONDUCT

Introduction

1. This school operates this Parents' Code of Conduct¹, which has been agreed by Star Academies.
2. We believe that educating children is a process that involves partnership between parents, class teachers and the school community.
3. As a partnership, parents with children at this school will understand the importance of a good working relationship in order to equip children with the necessary skills for adulthood.
4. Parents should indicate their agreement to act in accordance with this Code of Conduct by signing the Home School Agreement. It should be noted, however, that the expectations set out in the Code of Conduct still apply if the Home School Agreement has not been signed.

Aims of the Code of Conduct

5. To support the mission, values and vision of Star Academies and its schools.
6. To provide a statement to all parents defining expectations with regards to their conduct.
7. To outline the action that the school will take if conduct does not meet these expectations.
8. To operate in conjunction with the following school policies²:
 - Complaints Policy
 - Safeguarding (Child Protection) Policy
 - No-smoking Policy

Expectations of parents

9. We expect parents to:
 - Follow the Star value of Respect by "treating others as we wish to be treated"
 - Approach the school to help clarify and resolve any issues of concern that they or their child have - a parent's first point of contact will usually be with their child's teacher
 - Understand that both teachers and parents need to work together for the benefit of their children
 - Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour
 - Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour
 - Respect school property and environment by keeping it clean and tidy
 - Follow school parking rules and procedures for dropping-off and collecting pupils
 - Follow the process in the Trust's Complaints Policy if they are looking to make a complaint against the school
 - Make all persons dropping off and collecting their children aware of this code of conduct

¹ Any reference to parent also includes carer

² Policies not available on the school website can be requested from the school office



Unacceptable and/or inappropriate behaviour

10. In order to support a peaceful and safe environment in our schools, we cannot tolerate behaviour that includes the following:

- Using offensive or profane language, swearing, cursing or displaying temper anywhere on school premises or in a phone call
- Posting defamatory, offensive or derogatory comments regarding a Star school, or any member of the school community on social media sites (Facebook, Twitter etc.): if parents have any concerns regarding the school, they should seek to discuss these with the relevant staff member in the first instance, or follow the Trust's Complaints Policy if required
- Sending defamatory, offensive or derogatory messages or any other communication to any member of the school community
- Participating in the harassment, intimidation or bullying of any member of the school community in any way
- Posting images/videos/recordings of any member of the school community on social media without consent
- Breaching the school's security procedures
- Presenting disruptive behaviour which interferes, or threatens to interfere, with the operation of the school
- Threatening to inflict harm to a member of the school community irrespective of whether or not the behaviour constitutes a criminal offence
- Partaking in unnecessary physical contact with an individual
- Approaching someone else's child in order to chastise them because of the actions of that child towards their own child
- Using physical aggression towards another adult or child; this includes physical punishment against their own child on school premises
- Undertaking any forms of harassment, i.e., displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem: this can be conducted through repeated instances of any of the above
- Damaging or destroying property belonging to the school
- Smoking, taking illegal drugs or consuming alcohol on school premises
- Bringing dogs (with the exception of assistance dogs) on to school premises
- Trespassing on school premises, i.e., being on school premises other than to attend an appointment, a school event, to drop off or to pick up children
- Taking photographs or videos on the school premises without permission from the school
- Driving unsafely on school grounds

Parents' conduct and remote learning

11. When pupils are learning remotely, they will often be joining 'live' lessons. Their teachers may be streaming the lesson from school or from another location, depending on the circumstances. We expect pupils to behave respectfully and to apply themselves to their studies. We value parents' support in ensuring that their child learns safely and helps to keep others safe.



12. Parents are expected to uphold the following principles:
 - Ensure, as far as possible, that their child can access their online lessons in a quiet environment
 - Support their child's personal organisation so that they attend lessons punctually, in accordance with their timetable
 - Encourage their child to participate fully in online lessons and to complete independent work set by the teachers
 - Ensure that no element of an online lesson is recorded by their child, themselves or others in the household
 - Not try to communicate with the class teacher during an online lesson as this will disrupt the learning of all pupils in the class
 - Avoid making any comments or sharing any material on social media that could identify an individual child, their school or staff
 - Ensure that their child takes care of any equipment that they have been loaned by the school and uses it only for the intended purposes
 - Report any concerns that they have about their child's learning with appropriate staff at the school

Dealing with unacceptable and/or inappropriate behaviour

13. Parents should raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher/form tutor or the Principal and should not approach the parent themselves.
14. If a parent is behaving inappropriately, a report will be made to the Principal, or the most senior member of staff available in their absence, who will decide on the most appropriate action.
15. Instances of inappropriate behaviour will be managed in a manner appropriate to the severity of the situation.
16. When a parent has behaved inappropriately, they will be invited to a meeting by the Principal to discuss their behaviour and to attempt to resolve the issue.
17. Where this initial meeting is not sufficient to resolve the issue, the Principal, 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:
 - Clarify to the parent, verbally and then in writing, that unacceptable behaviour has been observed and issue the parent with a warning regarding future conduct
 - Impose conditions on the parent's contact with the school and its staff
 - Ban the offending parent from entering school grounds
 - Pursue legal action, in certain circumstances, in order to seek redress, or prevent a reoccurrence, of any unacceptable behaviour
18. Any child protection and safeguarding concerns will be addressed in accordance with the school's Safeguarding (Child Protection) Policy.
19. The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour.
20. 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.
21. The Police will be contacted where a parent is being violent or is believed to have committed another offence.



22. If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being banned from the school premises. A ban may also be imposed as a result of a single incident, if the severity of this is deemed to require this level of response.
23. A parent that has been banned from the school premises has the right to request that the decision is reviewed, as is outlined in the section below.
24. If a parent has been previously banned 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.
25. If a parent has concerns regarding the school, then these should be raised in accordance with the Trust's Complaints Policy. Any concerns regarding actions taken to ban a parent from the school premises due to unacceptable conduct should be raised through the review process detailed below.
26. The school Principal will contact the Star Academies Central Assurance Team for guidance prior to taking any action.
27. The school will provide support to staff, pupils, parents and governors who have been subject to incidents of unacceptable behaviour.

Review of decision to ban from entering the school site

28. If a parent has been banned from entering the school's site, they will have a right to request the decision be reviewed by Local Governors.
29. A parent must submit any representations in writing, applying for a review of the ban within 10 school days of the date of the letter informing them of the ban.
30. Representations must be made in writing either by post to the school or by email to regulatory@staracademies.org. This should be addressed for the attention of the Clerk of Governors and should state the reasons why the parent disagrees with the decision and include any supporting evidence.
31. A committee of three members of the Local Governing Body will meet within 30 school days of the date of the parent's request to review the appeal request based on their written submission. The school Principal will be asked to submit written evidence of their decision. All parties will be advised of the date when the committee will meet to conduct the review.
32. The committee will consider written submissions only: attendance at the meeting will be limited to the committee of three members of the Local Governing Body.
33. The role of the committee is to consider whether the decision to issue the ban is considered to be justifiable and in line with the school's Parent Code of Conduct.
34. Possible outcomes from the committee review meeting:
 - The banning decision may be removed entirely
 - The banning decision may be upheld but the period reduced
 - The banning decision may be fully upheld with no change
35. The committee reviewing the ban will issue a full response of their outcome in writing within 5 school days of the review.
36. There is no further right of appeal against the committee's decision.