



## Code of Conduct (Parent)

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## Document Control

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|--------------------------------------------------------------|---------------------------------|
| <b>This document has been approved for operation within:</b> | <b>All Trust Establishments</b> |
| <b>Date effective from</b>                                   | <b>31 May 2026</b>              |
| <b>Date of next review</b>                                   | <b>31 May 2027</b>              |
| <b>Review period</b>                                         | <b>1 Year</b>                   |
| <b>Status</b>                                                | <b>Statutory</b>                |
| <b>Owner</b>                                                 | <b>The Bay Learning Trust</b>   |
| <b>Version</b>                                               | <b>v1.5</b>                     |

## **PARENTAL CONDUCT POLICY**

### **1. COMPLIANCE**

1.1 This document has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- 1.1.1 Education Act 2011
- 1.1.2 Education Act 1996
- 1.1.3 Children Act 2004
- 1.1.4 Department for Education 'Keeping children safe in education' 2023
- 1.1.5 Department for Education 'Controlling access to school premises' 2018
- 1.1.6 Protection from Harassment Act 1997

1.2 This document operates in conjunction with the following school policies:

- 1.2.1 [Complaints Policy]
- 1.2.2 [Child Protection and Safeguarding Policy]
- 1.2.3 [Any other applicable policies within the school framework e.g. Smoke-free Policy; Drug and Alcohol Policy]

### **2. PURPOSE AND SCOPE**

2.1 At the Bay Learning Trust, we strive to build a strong relationship with parents to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to reach their full potential. For these reasons we continue to welcome and encourage parents and carers to participate fully in the life of our Trust.

2.2 To encourage a welcoming and safe learning environment for all pupils, the Trust has rules regarding behaviour and conduct which all members of our community are expected to act in accordance with. This includes staff (through the staff code of conduct) and pupils (through the behaviour policy).

2.3 All members of our Trust community have the right to work without fear of violence, abuse or intimidation; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, governors, visitors, pupils or other parents may result in individuals being removed from the premises.

2.4 This Code of Conduct aims to foster the relationship between the Trust and parents by setting guidelines on appropriate behaviour.

2.5 While we primarily refer to 'parents' this policy equally applies to:

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

- 2.5.3 any other visitors to the school premises

### **3. OUR EXPECTATIONS OF PARENTS**

#### **3.1 The Trust expects parents to:**

- 3.1.1 act in accordance with the Code of Conduct at all times
- 3.1.2 support and reflect the school's ethos and values through their behaviour
- 3.1.3 set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults
- 3.1.4 work together with staff members in the best interests of our pupils
- 3.1.5 treat all governors, staff members, pupils, other parents and any members of the school community with dignity and respect
- 3.1.6 correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- 3.1.7 not act in a way which seeks to deliberately circumvent the role of the school in managing behaviour of pupils
- 3.1.8 respect the Trust's property and environment; and
- 3.1.9 follow the Trust's complaints procedure should they have any concerns

3.2 Whilst it would never be the case that the Trust would sanction a pupil for the behaviour of their parent, we must make clear that when a pupil refuses to follow the Trust rules, reasonable instructions of staff or requirements of policies on the basis of a parental instruction, that pupil will be subject to the terms of the Trust's behaviour policy.

### **4. INAPPROPRIATE BEHAVIOUR**

4.1 The Trust takes 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.

4.2 Parental behaviour that the school does not tolerate includes, but is not limited to, the following:

- 4.2.1 using foul, abusive or offensive language
- 4.2.2 disrupting or threatening to disrupt school operations (including events on the school grounds and sports team matches)
- 4.2.3 making racist or sexual comments
- 4.2.4 using aggressive hand gestures
- 4.2.5 discriminating against any member of the school community, including pupils, staff, governors and other parents
- 4.2.6 bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- 4.2.7 trespassing on school property without prior permission
- 4.2.8 causing intentional damage to school property

- 4.2.9 sending threatening or abusive messages to another member of the school community or the Trust, including via text, email or social media
- 4.2.10 posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- 4.2.11 approaching another parent or pupil to discuss or reprimand them because of an issue between pupils
- 4.2.12 smoking on school premises
- 4.2.13 drinking alcohol on school premises

## **5. BREACHING THE POLICY**

- 5.1 If the Trust suspects, or becomes aware of a breach of this policy, the Trust will review and take appropriate action.
- 5.2 A breach of this policy will be managed appropriately, the action taken is dependent on the severity of the situation.
- 5.3 The Trust expect a conversation to be sufficient to reinforce our expectations.
- 5.4 Where this conversation is not sufficient to resolve the issue, the Trust will consider further action.
- 5.5 The action the school may take includes, but is not limited to, the following:
  - 5.5.1 send a warning letter to the parent
  - 5.5.2 invite the parent(s) involved to meet with a senior member of staff or the headteacher
  - 5.5.3 restricting channels of communication to the school such as no longer allowing a parent to contact a member of staff directly
  - 5.5.4 contact appropriate authorities, including the Police and social services
  - 5.5.5 Seek legal advice regarding further action (in cases of conduct that may be defamatory or harassment)
  - 5.5.6 Ban the parent(s) from the school premises
- 5.6 Any child protection and safeguarding concerns will be addressed in accordance with the Trust's Safeguarding and Child Protection policy.

## **6. BANNING FROM PREMISES**

- 6.1 The Trust reserves the right to bar an individual from the premises where the individual displays aggressive, abusive or insulting behaviour or language which, in the Trust's reasonable opinion, constitutes a risk to pupils or staff.
- 6.2 The Trust will inform an individual, in writing, of the intention to bar an individual. In some cases when behaviour has, in the absolute discretion of the Trust, been so serious that an immediate ban is warranted there will be no expectation of a warning first.
- 6.3 If a ban is issued, a written communication will confirm the decision taken, the period of time the ban from the premises is in place and the means by which the parent can ask for the

decision to be reviewed. For the avoidance of doubt, a ban will not be suspended during any period between a review being requested and being undertaken.

6.4 The parent will be allowed to make written representations about any ban than is imposed before the decision is reviewed.

6.5 A ban implemented by the Trust will be subject to a review within a timescale which the Trust deems reasonable.

## **7. REMOVING INDIVIDUALS FROM PREMISES**

7.1 Under Section 547 of the Education Act 1996, it is a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance.

7.2 Any entry onto the premises in contravention of a ban issued by the Trust under Clause 6 will be committing an offence under section 547 of the Education Act 1996.

7.3 If the Trust has reasonable grounds to suspect that someone will or has committed an offence, then that person can be removed from the school by a police officer or a person authorised by the appropriate authority.

## **8. COMMUNICATING WITH THE TRUST SCHOOLS**

8.1 When communicating with the Trust schools via email, text, or any other means, parents must:

8.1.1 always use respectful and courteous language.

8.1.2 make every reasonable effort to address communications to the appropriate member of staff in the first instance.

8.1.3 respond to Trust communications promptly to ensure effective collaboration.

8.2 Any communication that is considered disrespectful, abusive or threatening will not be tolerated by the Trust.

8.3 The Trust accept that there may be matters which warrant an expression of dissatisfaction, but this should be addressed appropriately via the complaints policy.

8.4 The Trust has a right to seek redress under the Malicious Communications Act 1988, where a parent who sends an electronic communication which is indecent or grossly offensive, threatening, or false, and intends to cause distress or anxiety to a member of the Trust community.

8.5 The Trust may pursue legal remedies under the Protection from Harassment Act 1997 where an individual's behaviour amounts to a course of conduct which causes another alarm or distress.

## **9. USE OF ARTIFICIAL INTELLIGENCE**

9.1 The Trust recognises that artificial intelligence (AI) tools, if used safely, effectively and with the right infrastructure in place can support pupils to achieve at school and develop the

knowledge and skills they need for life. However, the Trust is also aware that AI has limitations and presents with risks.

9.2 Whilst the Trust does not object to the use of AI in principle, excessive and/or repetitive communications from parents and guardians, particularly when AI generated impact upon the Trust's ability to respond effectively to all members of our community.

9.3 Where the Trust identifies that parental communications have been AI generated and amount to excessive and/or repetitive communication it reserves the right to determine them unreasonable and/or vexatious. Where this applies, the Trust reserves the right to impose a communication plan to determine the manner in which a parent can engage with the Trust.

## **10. USE OF SOCIAL MEDIA**

10.1 The Trust does not tolerate the use of social media, whether public or private, to fuel campaigns and to voice complaints against the Trust, members of staff, other parents or pupils. Those with legitimate complaints can utilise the Trust complaints policy.

10.2 The Trust considers the following online activity as inappropriate including, but not limited to:

- 10.2.1 identifying or posting images of children
- 10.2.2 abusive or personal comments about staff, governors, children, or other parents
- 10.2.3 bringing the school in disrepute
- 10.2.4 posting defamatory or libellous comments
- 10.2.5 publicly challenging school policies or discuss issues about individual members of the school community
- 10.2.6 posting content containing confidential information regarding the school or any members of the school community
- 10.2.7 contacting Trust employees through social media
- 10.2.8 creating or joining private groups that victimise or harass

10.3 Breaches of this policy will be taken seriously by the Trust and, in the event of illegal, defamatory or discriminatory content, breaches could amount to prosecution.

10.4 Parents are advised not to post anonymously or under an alias to evade the guidance in this policy.