



PARENT CODE OF CONDUCT

Reference this policy is aligned to with LCC	n/a
Agreed with Support Staff Trade Unions	n/a
Adopted by the Governing Body	Mar 20
Next Review Due	Sep 22
Agreed with Teacher Trade Unions and Professional Associations	n/a

Scope & Purpose

At Welland Park Academy 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 students, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do 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 positive behaviour policy).

This code of conduct aims to help the school to work together with parents by setting guidelines on appropriate conduct.

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)

Our Expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- 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
- Seek a peaceful solution to all issues where possible
- 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
- Approach any concerns through the correct channels in a respectful way

Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to or about 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 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 dogs) without prior permission

Access to the Academy site and staff

Parents at Welland Park Academy have an “implied licence” regarding their access to the academy site and staff (Department for Education Controlling Access to School Premises 2018). At Welland Park Academy, this licence covers

- Pre-arranged meetings and appointments
- School events involving their child (including parents’ evenings and concerts)
- Drop off and pick up (in line with health and safety guidance on use of the car park)
- Attendance to spectate at events including sports and stage events
- Direct email, telephone and face-to-face communication with staff

Meetings with staff:

Meetings with staff at Welland Park Academy are to be conducted in the following way:

- Meetings should be pre-arranged with the member of staff either via email or through a telephone conversation
- The school should be aware of the proposed content of the meeting to ensure that the most appropriate member of staff is present
- Sections of certain meetings will not be appropriate for students to attend- the member of academy staff running the meeting will direct this

Academy Events:

Our parents are welcomed to a range of events during the academic year, and their support of our students is integral to their success. In order for events to run smoothly, we ask that parents:

- respect the advertised times of events, booking systems and parking arrangements
- conduct themselves appropriately towards other visitors, students and academy staff
- communicate respectfully towards all parties
- engage positively with any event-specific systems as directed by academy staff

Drop off and pick up:

The safety of our students is always our utmost priority. We are aware that a number of parents are involved in dropping off / picking up students from the Academy site, and request that the following requirements are followed to ensure student safety:

- parents are encouraged to avoid dropping off/picking up from the front car park area due to the volume of students entering/leaving the site at these times
- In specific circumstances, parents may request to drop off / pick up in the Academy car park (e.g. when a student has an injury or is required to transport large/heavy items such as a musical instrument)
- Any parents with agreed reasons for picking up/dropping off using the front car park will not be able to enter/exit the academy between the times of 8.30-8.45am and 3.00-3.30pm to ensure the safety of our students walking through the gates

Sports Fixtures:

We are delighted by the numbers of parents who are committed to supporting our students at sporting fixtures. To ensure the safety of all involved, and in support of our academy values we ask that parents:

- Sign in at the front office to collect visitor passes

- Remain in the area designated for the specific fixture
- Refrain from making any negative comments towards or about performers or staff, including visiting officials

Parent Code of Conduct: GCSE Controlled Assessments, Centre Assessed Grades and Appeals Processes:

Controlled Assessment:

At Welland Park Academy, we welcome open dialogue with our parents and students regarding their progress, and provide regular feedback through marking, progress reports and parents' evenings. Many parents make contact with staff via email and phone calls in addition to these opportunities and build positive relationships which support the progress of our students.

Several GCSE and Cambridge National qualifications contain elements of Non-examined Assessment (NEA), which are internally assessed and standardised by our staff. As required by the Joint Council for Qualifications (JCQ), we operate a robust process for appeals, including the opportunity to request a review of marking before unit marks are submitted to the examination board. Full details can be found in the "Internal Appeals Policy" on the academy website.

We request that where parents are supporting their child with this appeals process that they follow the guidance explained within the policy, and contact the exams officer should they need any support with the process. It is not appropriate for parents to make direct contact with staff involved in the marking and standardisation process in a manner that could be construed as an attempt to influence the grade being awarded to their child, in order to ensure fairness and protect the integrity of the appeals process.

Direct Email, Telephone and Face-to-Face communication with staff:

We believe in building strong relationships with parents to secure the best academic and social outcomes for the students in our care. Staff are frequently involved in very positive communication with parents regarding the progress and wellbeing of students.

We fully understand that incidents involving young people lead to a strong emotional response from family members, but ask that parents always remain respectful to staff at the academy. The academy may seek to take action in cases where the conduct of parents is deemed to be:

- Aggressive
- Abusive
- Insulting
- Of a harassing nature

This could be via email, on the telephone, in a meeting or on social media.

Legal Details:

"Schools can bar someone from the premises if they feel that their aggressive, abusive or insulting behaviour or language is a risk to staff or pupils. It's enough for a member of staff or pupil to feel threatened" (Department for Education, 2018).

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

To have committed a criminal offence, an abusive individual must have been barred from the premises or have exceeded their "implied licence" then also have caused a nuisance or disturbance.

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

Breaching the Code of Conduct

If the school 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 school may then:

- Invite the parent in to school to meet with a senior member of staff or the Principal
- Restrict direct contact with members of the academy staff
- Send a warning letter to the parent
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the Academy's legal representative regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

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 Principal.

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