



L.E.A.D. Academy Trust

Lead • Empower • Achieve • Drive

Parental Conduct Policy

February 2024

Rationale:

At Bishop Alexander Academy, we pride ourselves on the high-quality of home-school relations. To achieve the best outcomes for all our pupils, we need to work effectively in partnership with parents and carers.

As part of our whole school vision, we want parents and carers to:

- Trust us implicitly
- Admire our ambition.
- Join us on our journey.
- Be part of our team

We may not always agree, however, we can all disagree well, and we can seek to be peaceful problem-solvers, ever open to and appreciative of each other's points of view.

To create such a welcoming and safe learning environment, we have created this policy to make explicit the behaviour and conduct which parents and carers agree to when enrolling their children at Bishop Alexander Academy.

All members of our school community deserve to be treated kindly and respectfully. In most cases, our interactions with parents are respectful, kind, open, honest and we usually arrive at an agreed way forward or a common understanding. This document details the type of behaviour that will not be tolerated and summarises what actions will be taken where expectations are not met. Staff members have the right to work without fear of violence or abuse; 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.

Expectations

Bishop Alexander Academy expects our parents to:

- Act in accordance with the parental agreement, signed on admission to the academy.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff for the benefit of their child.
- Treat all governors, staff members, pupils, other parents and any other individuals connected to the school with dignity and respect.
- Work with staff members to resolve any issues of concern.
- Respect the decisions made by the academy.
- Support the school and their child to adapt their behaviour appropriately, particularly where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment.
- Follow the school's parking rules and procedures for dropping-off and collecting pupils from school.

School policies and procedures

Parents are required to act in accordance with all relevant school policies and procedures at all times. Printed copies are available from the school office on request.

Communication

Communication is the key to positive relationships. Whilst we endeavour to be available to speak to parents as soon as an issue arises, this is not always possible. Staff are often busy before, during and after the school day. They need to prepare for lessons, they may run clubs, have meetings with other staff or professionals and be doing assessments. For these reasons, we are unable to guarantee a phone call or meeting on the day of a call.

The following procedure should help:

1. Parents can email the school office/help emails. These will be forwarded to the most appropriate member of staff. Someone will be in touch within 48 hours. This is a useful way of getting help for homework, passing on non-urgent messages etc.
2. If parents need to pass on some information to the class teacher eg their child is tired/emotional/not feeling well, then a call the office will ensure this information reaches the relevant members of staff.
3. For medical appointments, early late/pick up etc, a **phone the school office** is essential so we can record these in line with legal guidelines.
4. If parents have concerns about their child's education/issues in class etc, a call to the school office or email to request a meeting with a member of staff.
5. Messages can also be passed on to the class teacher by speaking to Mrs Spencelayh, Mrs Walker or Mrs Fitzpatrick (Tuesday and Wednesday). They are usually at the school gate in the morning.

Please note: In all instances, we will endeavour to get back to parents as soon as possible, but this may take up to 48 hours

If your enquiry is linked to safeguarding, please ALWAYS phone the academy office and ask to speak to a member of the safeguarding team. Please do not share personal or safeguarding information with the office team.

Expected Conduct

We take all concerns, issues and complaints seriously. We may not always agree, but we aim to disagree well. We recognise that emotions may be heightened for parents needing to communicate their issues, concerns and complaints. We respectfully request that these are raised in a calm, considered and reasonable manner. Where this is done, we will aim to resolve issues, concerns and complaints effectively and efficiently using the process outlined in our Complaints Policy. Instances where this is not the case, could result in delays solving issues efficiently.

Expected Conduct Outside of School

We expect parents/carers to behave in a kind, respectful and peaceful way outside of school and in line with the laws of the UK.

We advise adults to deal with adults, rather than dealing directly with children (other than their own children). We will not tolerate our pupils feeling intimidated by other adults on school grounds, or on the way to, or from school.

Academy Actions

We take 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.

We will always disassociate issues, concerns and complaints from the way in which issues are raised. Where these are raised in an inappropriate manner, we will deal with the concerns regardless of the behaviour, but we will also need to address the inappropriate behaviour(s) as a separate point of discussion. This may mean reconvening a meeting, telephone conversation or email correspondence and returning to the discussion when all parties are able to communicate respectfully, kindly and safely.

Barring from the school site

The academy has the right to bar a parent from the premises to keep the school community safe.

If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises.

Behaviour that could result in a parent being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.

If a parent persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site.

The school will either:

- Bar the parent temporarily, until the parent has had the opportunity to formally present their side.
- Inform the parent that they intend to bar them and invite them to present their side.

The headteacher will send a letter to the parent, informing them of the following information:

- Why they have been temporarily barred or face a bar
- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- That they have the right to formally express their views on the decision to bar in writing to the chair of governors within 10 working days

The headteacher's decision to bar the parent will be reviewed by the Chair of Governors. The Chair of Governors will take account of any representations made by the parent and decide whether to confirm or lift the bar.

The parent will be notified in writing of the decision to uphold or lift the bar. If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed. Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above.

Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they should seek independent legal advice.

<u>Inappropriate Conduct</u>	<u>Action to be taken</u>
<p>1a. Swearing, using foul, abusive or offensive language. 1b. Raising voices inappropriately at another individual. 1c. Making racist or sexual comments.</p>	<p>Polite request to stop. If inappropriate behaviour continues, the conversation/meeting will be terminated. Before the conversation / meeting can continue, Senior member(s) of staff and/or governor(s) will have a discussion with the parent/carer about communication expectations</p> <p>Repeated instances may result in the parent/carer may be barred from the school premises (see Appendix 2).</p>
<p>2a. Sending abusive or threatening messages, emails or other communications to any member of the academy community. 2b. Bullying, harassment or intimidation – in person and/or online. 2c. Physically or verbally intimidating an individual in person and/or online. 2d. Psychologically harassing any member of the academy community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem. 2e. Threatening any member of the academy community <i>*Member of academy community refers to academy staff, pupils, parents/carers, visitors and Governors.</i></p>	<p>Polite request to communicate and act in a non-abusive and threatening manner.</p> <p>If these actions continue, Senior member(s) of staff and/or governor(s) will have a follow-up communication and/or conversation about the manner of expected communication, highlighting kind, respectful, safe and non-threatening, non-aggressive behaviour or comments</p> <p>The parent's channels of communication to the academy may be restricted, e.g. communication via email only. If abuse or threats are made on site, parents will be asked to leave the site. Persistent abuse or threats of violence will be reported to the police. The parent/carer may be barred from the school premises (see Appendix 2).</p> <p>In extreme and ongoing circumstances, we may seek legal redress through the courts.</p>
<p>3. Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking, pushing, causing intentional damage to school property.</p>	<p>We will request adults to leave the premises if they are displaying aggressive or disruptive behaviour.</p> <p>Reasonable measures will be taken by academy staff to safeguard everyone and school property. The police will be contacted immediately for support – either to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary. The parent/carer may be barred from the school premises (see Appendix 2). In extreme and ongoing circumstances, we may seek legal redress through the courts.</p>
<p>4a. Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media. 4b. Posting content on social media that is damaging to the school's reputation.</p>	<p>Make the parent/carer aware that the post has been read/noted. Polite request to remove the post and to give us an opportunity to address the issue/concern/complaint in school. A senior member of staff or governor will have a follow up conversation about removing the post. If the post is not removed, staff may contact the</p>

	administrator/app host directly and ask for the post to be removed. Contact helpline@saferinternet.org.uk with url/website address and ask for the post to be removed. Persistent abuse or threats of violence will be reported to the police.
5. Trespassing on school property without prior permission	Trespassers will be reported to the police.
6. Smoking, drinking alcohol or taking illegal or harmful drugs on the school premises.	Polite request to stop and/or leave the premises. Non-compliance and drugs issues will be referred to the police.
7. Inappropriate, or offensive dress	If concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

NB. Any child protection and safeguarding concerns will be addressed in accordance with the Safeguarding Policy. This may include referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children.