



# Arnold Hill Academy: Parent/Carer and Visitors' Code of Conduct

Code of Conduct Effective Date: November 2020

Reviewable (as required) Author: DHT Behaviour, Attitudes and Safeguarding



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## Introduction

We are very fortunate to have a supportive, proactive, and friendly parent/carers body. Our parents/carers recognise that educating children is a process that involves partnership between parents/carers, Academy staff, students, and the wider Academy community, as reflected in our home-Academy agreement. As a partnership, our parents/carers will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our Academy, taking an active part in events and activities and taking up opportunities as appropriate.

## Purpose and Scope

The purpose of this policy is to provide a reminder to all parents, carers, and visitors to our school about expected conduct. This is so we can work positively together, continue to flourish, progress, and achieve in an atmosphere of mutual understanding and cooperation, for the benefit of all our students.

## Guidance

We expect parents, carers, and visitors to:

- Uphold our values/ethos of **respect**, for others, for the Academy, for learning and for themselves;
- Support the development of positive working relationships, through positive interactions with our staff;
- Support excellent attendance (above 96%), punctuality and organisation for their child
- Understand that our staff and parents/carers/visitors need to work together for the benefit of their children/our students;
- Demonstrate that **all** members of the Academy community should be treated with respect and therefore set good examples in their own communications and behaviours;
- Feel confident enough to raise any concerns with relevant staff, but do so in a respectful manner;
- Seek to clarify a child’s version of events in the event of an incident or problem and
- consider this alongside information provided by the Academy, to work with our staff, in order to bring about an amicable, positive solution to any issue;
- Correct their own child’s behaviour, especially in public, where it could otherwise lead to conflict, aggressive conduct or unsafe actions;
- Approach the Academy in good time and using appropriate communication to help resolve any issues of concern;
- Avoid using staff as threats to admonish children’s behaviour;
- Provide feedback for the Academy both formal and informal that is constructive and helps us to improve;



To promote a peaceful and safe Academy environment and one that builds on an ethos of respect, we will not tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including sports fixtures and other enrichment activities offered outside of normal curriculum time;
- Using loud/or offensive language, swearing, cursing, using profane language or displaying aggressive behaviour;
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or student regardless of whether or not the behaviour constitutes a criminal offence;
- Damaging or destroying Academy property;
- Abusive, aggressive or threatening e-mails, SMS text/voicemail/phone messages or other communications of this nature;
- Defamatory, offensive, or derogatory comments regarding the Academy or any of the students/parent/staff, at the Academy on any social media platform. (See Appendix 1). Any concerns you may have about the Academy must be made through the appropriate channels by speaking to the class teacher, Tutor, Head of Year/Faculty in the first instance, so that they can be dealt with fairly, appropriately and effectively for all concerned;
- The use of physical aggression towards another adult or child;
- Approaching someone else's child to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences);
- Smoking and consumption of alcohol or other drugs whilst on Academy property, or attending the Academy under the influence of substances;
- Dogs or other pets being brought on to Academy premises;

Should any of the above behaviour occur on Academy premises, we may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering the Academy grounds. We trust that parents and carers will assist the Academy with the implementation of this policy and we thank you for your continuing support.



## **Appendix 1: Inappropriate use of Social Network Sites**

Social media websites are being used increasingly to fuel campaigns and complaints against Schools and Academies, Principals, school staff, and in some cases other parents/students. The Governors considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the wider Academy community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, Tutor, Head of Year/Faculty, the Principal or the Chair of Governors, so that they can be dealt with fairly, appropriately and effectively for all concerned.

If any student or parent/carer of a child being educated in the Academy is found to be posting libellous or defamatory comments on social networking sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The Academy will also expect that any parent/carer or student removes such comments/posts immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network use. We will take and deal with this as a serious incident of bullying.



## **Appendix 2: Model letters**

Dear parent/carer

I have received a report about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents.]

We believe staff, parents and children are entitled to a safe and protective environment in which to learn. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the ethos of the Academy and shows a lack of respect. I must inform you that the Academy will not tolerate conduct of this nature on its premises and will act to defend its staff and students.

I am therefore informing you that should the Academy staff have any further concerns about your behaviour or conduct, formal procedures will be followed.

Yours sincerely

(Principal)

Dear parent/carer

I have received a report about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents.]

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the Academy. I must inform you that the Academy will not tolerate conduct of this nature on its premises and will act to defend its staff and students.

The Principal has already contacted you on . On the advice of the Principal I am therefore informing you that should the Academy staff have any further concerns about your behaviour you will be asked not to enter the premises and you could be prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Yours sincerely

(Chair of Governors)



Dear

I have decided to write to you regarding your conduct on The Academy site on <insert date>

<enter detailed text here>

We will not tolerate such conduct towards our staff whether it be on the telephone, by email, or in person. All members of the Academy community have a right to expect that this is a safe place in which to work and learn, and to be shown respect. There is no place for disruptive, or aggressive behaviour or abuse in schools.

As a signal that we do not encourage or accept unreasonable behaviour, the Academy is therefore taking the decision to withdraw permission for your presence on site under the Education Act. This bar will be for an initial period of <insert duration>. You should be aware that your presence on site while license is withdrawn may constitute a criminal offence under the Education Act.

The withdrawal of permission for you to enter the school premises takes effect straight away: however, we are required to give you the opportunity to make representations on this report to The Trust. Your comments may include any expressions of regret on your part and any assurances that you are prepared to give regarding your future good conduct.

You are asked to send any written comments you wish to make by <insert date>. Such representations should be addressed to the office of the Head of Governance and Compliance of The Spencer Academies Trust, via the Trust offices c/o The George Spencer Academy, Arthur Mee Road, Stapleford, Nottingham, NG9 7EW.

Yours sincerely

Principal

C.c. Chair of Governors, Arnold Hill  
Head of Governance and Compliance of The Spencer Academies Trust