



Policy for Parent/Carer Code of Conduct



Document Detail	
Category	Non-statutory
Department	Academies within the Trust
Responsible Officer	Chief Executive Officer
Approved by:	Directors Resources, Risk and Audit committee Chief Executive Officer Academy Committee
Status	Approved 18.3.25
Reviewed on:	Term 3 - 2025
Next review:	Term 3 - 2026

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1. Purpose and scope

At the Ad Meliora Academy Trust, we believe it's important to:

- Work in partnership with parents and carers to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff, parents and carers
- 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 Inclusion and Behaviour policy).

This code of conduct aims to help the academies in our Trust to work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents/carers' to refer to:

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

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our Trust and academies
- Work together with staff in the best interests of our pupils
- Treat all members of the academy community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- 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 academy staff to help resolve any issues of concern

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, academy operations (including events on the academy 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 academy community
- Sending abusive messages to another member of the academy community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the academy, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on the academy 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 academy premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the academy premises (other than guide dogs)

4. Breaching the code of conduct

If the academy leaders suspect or becomes aware, that a parent/carer has breached the code of conduct, they will gather information from those involved and speak to the parent/carer about the incident.

Depending on the nature of the incident, the academy or Trust may then:

- Send a warning letter to the parent
- Invite the parent/carer into the academy to meet with a senior member of staff or the Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the Trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent/carer from the academy site

The academy and Trust 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 Headteacher.

The Headteacher will consult the Chief Executive Headteacher before banning a parent from the academy site.

5. Linked policies

- Policy for managing serial and unreasonable complaints
- Policy for Complaints

Appendix 1: Trust letters

Initial warning letter from the Headteacher

Dear [parent/carer name],

I've received a report about your conduct on [time and date].

[Summary of incident, including location, and the effect on staff, pupils and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent and carer code of conduct. Please find a copy attached to this letter.

If the incident is more serious, add:

As written in our parent and carer code of conduct, we do not tolerate this kind of behaviour in our academy. [Please find a copy attached to this letter.]

We believe that all staff, pupils, parents and carers are entitled to a safe, respectful and inclusive environment, and that parents and carers are as responsible for creating this environment as academy staff.

Continue with:

Further breaches of the code of conduct may result in a ban from the academy premises.

If you want to invite the parent/carer in for a meeting, add:

I'd like to invite you in to the academy to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the office on [phone number] to book an appointment.

Yours sincerely

Headteacher

Model letter banning a parent/carer from the academy site

Dear [parent name],

I am writing to inform you that, after consultation with the Chief Executive Officer, I am banning you from the academy site until [date].

You can also choose to ban a parent permanently. In that case, amend the sentence above.

Despite previous correspondence and conversations about your conduct, there have been further breaches of our parent and carer code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the Trust's complaints procedures, which is available on our website.

Yours sincerely

Headteacher