



**The Queen Elizabeth  
Academy**

“We Can and We Will”

# TQEA Parent/Carer Code of Conduct

Policy reviewed by Neil Harding:	October 2020
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This policy links to:	Located:
<ul style="list-style-type: none"><li>• Complaints Policy</li><li>• Home Academy agreement</li></ul>	TQEA website

Review Date – October 2022

## Introduction

We are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, class teachers and the school community. 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 school.

This policy has been produced to create a joint understanding of what is considered acceptable and unacceptable behaviour when working with school based staff and school governors, including dealing with abusive, persistent or vexatious complaints and complainants.

Employers have a duty to provide a safe and healthy working environment to all employees. This includes protection from bullying, harassment and unreasonable behaviour of any kind. Internal staff conflict is dealt with by the use of the grievance and disciplinary policies.

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance and individuals may be dealt with under this legislation and by way of a barring order should this be deemed necessary.

At The Queen Elizabeth Academy, we are keen to positively and proactively work with parents, visitors and residents to resolve issues, using our resources to achieve the best outcomes for our school and, specifically, our pupils.

## Purpose and Scope

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

## Guidance

We expect parents, carers and visitors to:

- Respect the caring ethos and values of our school.
- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the school's view in order to bring about a mutually agreed resolution to any issue.
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.
- Support our Home Academy Agreement.

In order to support a peaceful and safe school environment 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 team matches.
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
- 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 school property.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the students/parent/staff, at the school on Facebook or other social sites. (See Appendix 1). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, pastoral team, senior staff, the Principal or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned. Complaints must be dealt with in accordance with our formal complaints policy and procedure.
- The use of physical aggression or punishment towards a child or another adult.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. Please bring any behaviour incidents to a member of staff's attention.
- Smoking and consumption of alcohol or other drugs whilst on school property.
- Dogs being brought on to school premises (other than assistance dogs).
- Unreasonably persistent parents or carers who, because of the frequency or nature of their contact, place a strain on time and resources, e.g. pursuing queries in inappropriate ways, pursuing issues which appear to have no substance or are outside of the academy's remit, or which have already been investigated and the outcome determined.

## Who does this policy apply to?

This policy applies to all members of the public, including pupils, parents, carers, contractors, and all those who deal with school based staff. Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Those with parental or caring responsibility of enrolled pupils have an 'implied licence' to come onto the school premises at certain stated times. It is for schools to define and set out the extent of such access. Parents exceeding this would be trespassing.

This policy is in place:

- to ensure that the ability of staff to conduct business is not adversely affected by those few individuals who behave in an unreasonable manner.
- to ensure our staff have a safe working environment and are not exposed to unnecessary stress due to the unacceptable behaviour of others.
- to empower school based staff and school governing bodies to deal confidently and effectively with unreasonable behaviour.
- to ensure a level of consistency and share effective practice between schools.

## Unreasonable behaviour

We recognise that there may be times when you contact our school where you may have reason to feel aggrieved, upset or distressed. We do not view assertive behaviour (for example, putting forward your case in a persuasive manner) as unreasonable.

However, we will manage behaviour that is aggressive, rude or abusive, or which places unreasonable demands on our staff under this policy. At TQEA we want to work closely with parents and carers to resolve all issues in a respectful and positive manner where the well-being of staff is considered at all times.

The Principal and Local Academy Committee (governing body) are committed to the improvement of our school. We welcome feedback from parents/carers and will always try to resolve any concerns as quickly as possible. There is a procedure for parents/carers to use if they wish to make a formal complaint.

Sometimes, however, parents or carers pursuing queries, complaints or other issues treat staff and others in a way that is unacceptable and or behave in an unacceptable manner. The aim of this policy is to clarify the process for dealing with unreasonable parent/carers or parents/carers who do not act appropriately.

Rude or aggressive behaviour and obscene language/gestures are not welcome and will not be tolerated.

A query or complaint may also be considered unreasonable if the person making the query does so either face-to-face, by telephone or in writing or electronically

- maliciously
- aggressively
- using threats, intimidation or violence
- using abusive, offensive or discriminatory language or gestures
- knowing it to be false
- alongside a 'campaign' against the Trust or the academy using, for example, social media platforms
- using falsified information.

This list is not intended to be exhaustive.

The Principal (or senior member of staff) can decide that a parent/carer is deemed 'unreasonable'. This will normally only happen after the parent/carer has been invited to speak with the Principal and encouraged to change their behaviour.

If a parent/carer is deemed 'unreasonable', the academy Principal (or senior member of staff) will write to the parent/carer explaining that they have been designated 'unreasonable' and that restrictive actions may need to be applied if their behaviour continues.

Failure to improve communications may have restrictive consequences for parent/carer's general engagement with the academy, for example:

- meetings with the parent/carer may always have to have two members of staff present and be recorded
- all communication from the parent/carer may have to be in writing
- the parent/carer may be barred from the academy premises
- we may seek advice from our legal advisers regarding behaviour which constitutes harassment
- we may consider referring the parent/carer's behaviour to the police.

If parent/carer does not comply with the restrictions/exclusions applied, we then have the discretion to exclude them from all and any form of communications with TQEA during the duration of their child's time with us. Should parent/carer continue to behave in an unreasonable manner then we will have no option but to request police support.

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## Appendix: Inappropriate use of Social Network Site

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

Our complaints policy makes very clear that those with a grievance, concern or complaint should refrain from airing their view on any social media site, and we take this very seriously.

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

We expect that parents would make all persons responsible for collecting children aware of this policy.