

Parent Code of Conduct

Introduction

The Roseland Multi Academy Trust [Trust] has its communities at the heart of everything it does. We want our schools:

- to be anchored securely in the very heart of their communities;
- to be a place that develops and supports the next generations;
- to be a place where every individual, with direct or indirect links, is proud to be part of them;
- to have strong parental partnerships which are the foundation of our great schools.

The Trust schools are committed to providing a safe, positive, and supportive learning environment for all students. As a member of the parental community, there is an expectation that you will adhere to the following guidelines to ensure a respectful and professional atmosphere within school.

1. Purpose and scope

We believe it is essential to:

- work in partnership with parents/carers to support their child's learning;
- create a safe, respectful and inclusive environment for all students, staff and parents/carers;
- model appropriate behaviour to our students and staff at all times;
- model our values of Kindness, Responsibility and Ambition;
- enable our Trust Mission to provide outstanding education for our communities, where everyone succeeds;
- enable our Trust Vision to inspire a love of learning within environments that are happy, respectful and challenging, where everyone feels valued and able to reach their full potential.

To help us achieve this, we set clear expectations and guidelines on behaviour for all members of our communities. This includes staff (through the Staff Cultures) and students (through the Behaviour policy). This helps our schools work together with parents/carers by setting expectations on appropriate behaviour.

We use the term 'parents' to refer to:

- anyone with parental responsibility for a student;
- 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 Mission, Vision and Values of our Trust;
- work together with staff in the best interests of our students;
- treat school staff, students, and other parents or visitors with respect and professionalism at all times. This includes avoiding any behaviour that may disrupt the educational process or create a hostile environment;
- communicate with school staff in a respectful, professional and solution-focused way. Parents are encouraged to bring any concerns or questions to the appropriate school staff member, such as a teacher or administrator, in a timely manner;
- attend school events, such as family learning, opening evenings and school performances and to do so in a respectful and professional manner;
- support the school in its efforts to maintain a safe, positive, and supportive learning environment for all students. This includes adhering to school policies and procedures, and supporting the school's efforts to enforce discipline when necessary;
- limit the use of electronic devices, such as mobile phones, during school events or visits to the school. Parents/carers are expected to refrain from using these devices in a manner that may disrupt the educational process or create a hostile environment;
- maintain the confidentiality of student information and not to share it with others without the express written consent of the school or the student's parent/carer;
- seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.

3. Behaviour that will not be tolerated which may result in immediate cessation of an encounter

- 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, students or other parents.
- Threatening another member of a school's community.
- Removing your child from school without engaging in respectful, professional and solution-focused conversations.
- Recording and/or filming staff and/or students without consent or knowledge.
- Sending abusive messages to another member of a school's community, including via text, email or social media.
- Posting defamatory, offensive or derogatory comments about a school or Trust, its staff or any member of its community, on social media platforms.
- Use of physical punishment against your child.
- 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, vaping or drinking/under the influence of alcohol on the school premises, possessing or taking drugs (including legal highs);
- Demanding an instant meeting with a member of staff and/or refusing to leave premises until a meeting has taken place.
- Refusing to following signing in/out procedures thus failing to follow safeguarding procedures.

4. Inappropriate use of Social Media

Social media platforms are being increasingly used to fuel negative campaigns and complaints against schools, Headteachers, staff, and in some cases other parents/carers or students. The Trust Board considers the use of social media platforms being used in this way as unacceptable and not in the best interests of the children or our school communities.

Any concerns you may have must be made through the appropriate channels by speaking to a member of staff or by following the Trust's Complaints Policy so concerns can be dealt with fairly, appropriately and effectively. In the event that any student or parent/carer of a child/ren being educated in a Trust school is found to be posting libelous or defamatory comments on Facebook or another social media site, they will be reported to the appropriate 'report abuse' section of the network site. All social media sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. A school will also expect that any parent/carer or student removes such comments immediately. In serious cases a 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/carer to publicly humiliate another by inappropriate social media entry. We will take and deal with this as a serious incident of bullying.

5. Breaching the code of conduct

If a school suspects or becomes aware that a parent/carer has breached the Parent Code of Conduct, the school will gather information from those involved and speak to the parent/carer about the incident.

Depending on the nature of the incident, the school may then:

- invite the parent/carer into school to meet with a senior member of staff or the Headteacher;
- send a warning letter to the parent/carer;
- contact the appropriate authorities (in cases of criminal behaviour);
- seek advice regarding further action (in cases of conduct that may be libellous or slanderous);
- ban the parent/carer from a school site.

The school will always respond to an incident in a proportionate way. The final decision for how to respond to breaches of the Parent Code of Conduct rests with the Headteacher. The Headteacher will consult the Chair of the Trust Board before banning a parent/carer from the school site.