

East Midlands Academy Trust

Parent/Carer Code of Conduct

'Every child deserves to be the best they can be'

Scope: East Midlands Academy Trust & Academies within the Trust	
Version: V2	Filename: EMAT Parent Carer Code of Conduct
Approval: July 2026	Next Review: July 2028 <i>This Policy will be reviewed by the Executive Leadership Team and approved by the Trust CEO every two years</i>
Owner: Head of Governance & Compliance on behalf of the Executive Leadership Team	Union Status: Not Applicable

Policy type:	
Non Statutory	

Revision History

RevisionDate	Revisor	Description of Revision
July 2026 v2	ELT	Review & reference to Behaviour Policy.
Dec 2024 V1	A Rigler / J Lawson	New Policy

EMAT Parent/Carer Code of Conduct

Introduction

Our commitment to you is to ensure we give your child the best education possible, but we can't do that alone. We seek to build positive relationships with parents of pupils in our school. Clear, open communication provides the information needed to enable all children to be the best they can be.

Scope

This agreement clarifies the expectations of the school, parents/carers, pupils and visitors in creating a safe and respectful learning environment. We believe it is important to

- Actively work in partnership with parents so parents can support their child's learning
- Create a safe, respectful, and inclusive environment
- Model appropriate behaviour for our pupils at all times.

To help us do this, we set clear expectations and guidelines on the behaviour and conduct of all members of our community. This includes academy staff (through the Colleague Code of Conduct) and pupils (through our Behaviour Policy) and parents through this code of conduct.

We use the term 'parents' to refer to:

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

What we need from you:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Familiarise yourself with the school Behaviour Policy and support the school in applying it to your child. Help your child accept and navigate any sanctions that result.
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a positive solution to any issues that may arise
- Correct their own child's (or those in their care's) behaviour on site and in public where it could lead to conflict, aggression or unsafe conduct
- Approach the appropriate member of school staff to help resolve any concerns or issues

- Be aware of the effects of your behaviour on others and only make reasonable and manageable demands
- Communicate honestly and openly, clearly stating what you expect of others
- Provide, and be receptive to honest feedback based on evidence
- Challenge discriminatory language and behaviour in an appropriate way.

Please refrain from the following behaviours:

In the interests and wellbeing of staff and pupils, there are some behaviours that are not tolerated. These include:

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds for example, sports team matches)
- Swearing, or using offensive language, particularly language that is directed at a protected characteristic (religion, race, gender for example)
- Displaying anger, shouting at members of staff, pupils or other parents
- Threatening or intimidating another member of the school community
- Abusive, persistent, or threatening e-mails/text/voicemail/phone messages or any other written communication to another member of the school community
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms (see Appendix 1)
- Use of physical punishment against your child on school premises
- Any aggressive behaviour (including verbally or in writing) towards a child or adult
- Disciplining another person's child. Please bring any behaviour incidents to the attention of a member of staff
- Damaging or destroying school property
- Breaching the school's security procedures
- Smoking or drinking alcohol on the school premises
- Using a mobile telephone whilst within the boundary of the school
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs).

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviours.

Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak with the parent about the incident.

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

- Send a warning letter to the parent



Inclusion



Innovation



Impact

- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our legal advisors regarding further action
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for response to breaches of the code of conduct rests with the headteacher.

The headteacher may consult the chair of governors should it be necessary to ban a parent from the school site.

Appendix 1: Inappropriate use of social media

The use of social media to fuel campaigns and complaints against academies and/or academy staff, other parents/carers or students is unacceptable and not in the best interests of the children or the whole academy communities. Any concerns you may have must be raised directly with school and in line with the EMAT Complaints Policy, so they can be dealt with fairly, appropriately and effectively for all concerned.

If a person sends threatening, abusive or offensive messages via Facebook, X.com or any other social networking site, they could be committing an offence. The most relevant offences are 'harassment' and 'malicious communications'.

For harassment to be committed, there must have been a clear 'course of conduct'. That is, two or more related occurrences. The messages do not necessarily have to be violent in nature but would need to have caused some alarm or distress. If there has only been a single communication, it's unlikely it would qualify as harassment, but could be considered a malicious communication. For such an offence to be committed, a message must be sent to another person, or sent via a public communications network, which is indecent, grossly offensive, obscene, threatening or menacing.

Any person found to be posting such messages or comments, will be reported to the appropriate 'report abuse' section of the network site. The academy will also expect that any parent/carer or student removes such comments immediately. In serious cases the academy will also consider its legal options to deal with any such misuse of social networking and other sites.