



Parent Code of Conduct

Approved by:	The IEB		
Responsible department:	Leadership team		
Last review date:		Last reviewed by:	
Last updated:	May 2025	Last updated by:	DM
Next review due:	September 2026		

Contents

1. Purpose	2
2. Our expectations	2
3. Behaviour that will not be tolerated.....	3
4. Breaching the code of conduct	3
5. Complaints	3

1. Purpose

At Nields Academy, we believe it's important to:

- work together with parents/carers to support their child's learning
- create a safe, respectful and inclusive environment for students, staff and parents
- model appropriate behaviour for our students at all times
- ensure that everyone is safe, happy, learning and succeeding as valued and respectful individuals

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 students (through our behaviour policy).

This code of conduct aims to help the school work together with parents and carers by setting guidelines on appropriate behaviour.

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

- anyone with parental responsibility for a pupil
- anyone caring for a child (such as grandparents, partners of parents or child-minders)

2. Our expectations

We expect parents, guardians, carers and other visitors to:

- respect and uphold the ethos, vision and values of our Academy
- understand that both the Academy staff and parents/carers need to work together in the best interests of their children
- demonstrate that all members of the Academy community should be treated with respect and therefore set a good example in their behaviour and conduct, especially in front of children
- recognise that Academy staff have many competing duties during a typical day which may mean that they are not immediately available, and staff will respond to correspondence within a reasonable time limit
- correct their own child's behaviour (or those in their care), especially in public, where it could otherwise lead to conflict, aggression or unsafe behaviour
- approach the Academy directly in a proportionate and measured way to help resolve any issues of concern, rather than posting on social media etc
- respond calmly when any incident is reported by a child and contact us to clarify what has happened, so that issues can be resolved swiftly and positively
- use our complaints policy appropriately to raise concerns and complaints

<https://nields.ghat.org.uk/wp-content/uploads/Nields-Complaints-Policy-2.pdf>

3. Behaviour that will not be tolerated

- disrupting, or threatening to disrupt, Academy operations (including events on the Academy grounds, other schools or venues and sports team matches)
- swearing, or using offensive language
- displaying a temper, raising of the voice or shouting at members of staff, students or other parents/carers or officials
- threatening another member of the Academy community
- physical intimidation e.g. standing close, blocking exit
- use of language that would breach our commitment to equality and diversity, for example, racist, sexist, LGBTQ+-phobic
- sending abusive/offensive messages to another member of the Academy community, including via text, email or social media
- posting defamatory, offensive or derogatory comments about our Academy, its staff or any member of its community, on social media platforms
- the use of physical aggression towards another adult or child
- any aggressive behaviour (including verbally or in writing) towards another child or adult
- damaging of Academy property/resources
- approaching someone else's child or an adult 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, vaping or consumption of alcohol or drugs whilst on or prior to visiting Academy property
- bringing animals onto the Academy premises (other than assistance dogs)

The above apply to personal interaction and also all telephone, email, text, letter and social media communications.

4. Breaching the code of conduct

Unacceptable behaviour may result in:

- a letter from the Academy requesting that the behaviour ceases
- an invitation to attend a meeting to discuss and address the behaviour with a senior member of staff or the Principal
- restriction on the Academy's response to communications (any restrictions will be detailed in a letter to the parent/s or visitor)
- a ban on entering Academy premises (usually for a limited period in the first instance)
- complaints/communications being deemed vexatious and action taken in line with our Persistent/Vexatious Complaints and Harassment Policy - <https://nielsd.ghat.org.uk/wp-content/uploads/Persistent-Complaints-and-Harassment-Policy-1.pdf>
- information being passed to the police
- police being called to remove people from the premises
- the Academy taking legal or local authority advice
- contact with the appropriate authorities (in cases of criminal behaviour)

The Academy 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 Principal.

The Principal will consult the Chair of Governors/Interim Executive Board before banning a parent from the school site.

5. Complaints

This Code of Conduct does not prevent parents or visitors raising legitimate concerns or complaints.

Concerns and complaints can be resolved through constructive, open dialogue with members of staff, utilising our Complaints Policy as appropriate.

<https://nielsd.ghat.org.uk/wp-content/uploads/Nielsd-Complaints-Policy-2.pdf>