Parent/Carer Conduct Guidelines

Reviewed by: EBA LGB

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Introduction

We are very fortunate to have supportive and friendly parent/carer bodies. Our parents/carers recognise that educating children is a process that involves partnership between parents/carers, teachers, and the Academy's 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 academies.

Purpose and Scope

The purpose of this policy is to provide a reminder to all parents/carers and visitors to Eaton Bank Academy 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 expectations and values of Eaton Bank Academy
- Understand that both Eaton Bank Academy staff and parents/carers need to work together for the benefit of their children.
- Demonstrate that **all** members of the Eaton Bank Academy community should be treated with respect and therefore set a good example in their own behaviour and conduct especially in front of children.
- Seek to clarify a child's version of events with the Eaton Bank Academy's view in order to bring about a peaceful solution to any issue.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour, or unsafe behaviour.
- Approach Eaton Bank Academy directly to help resolve any issues of concern, rather than posting on social media etc.
- Avoid using staff as threats to criticise children's behaviour.
- In the first instance contact the main office to make an appointment and they will disseminate your query to the appropriate member of Eaton Bank Academy staff to help resolve any issues of concern.

Behaviour that will not be tolerated:

- Disrupting, or threatening to disrupt Eaton Bank 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, students, or other parents/carers
- Threatening any member of the Eaton Bank Academy community
- Sending abusive messages to another member of the Eaton Bank Academy community, including via text, email or social media
- Posting defamatory, offensive, or derogatory comments about Eaton Bank Academy, its staff, or any member of its community, on social media platforms
- Defamatory, offensive, or derogatory comments regarding our academies or any of the students/parent/staff, at the academy on Facebook or other social sites. (See Appendix 1). Any concerns you may have about Eaton Bank Academy must be shared through the appropriate channels by speaking to the appropriate staff at Eaton Bank Academy, so this can be dealt with fairly, appropriately, and effectively for all concerned
- Demanding to remove your child without an appointment or prior notice
- The use of physical aggression towards another adult or child
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- 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. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking and consumption of alcohol or other drugs whilst on academy property
- Bringing dogs onto the academy premises (other than guide/service dogs).

Should **any** of the above behaviour occur on any of our premises Eaton Bank Academy may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering the academy grounds.

We trust that parents and carers will assist Eaton Bank Academy with the implementation of this policy, and we thank you for your continuing support

Appendix 1: Inappropriate use of Social Network Site

Nationally it is clear that social media websites are being used increasingly to fuel campaigns and complaints against academies, Headteachers, Heads of School, academy staff, and in some cases other parents/carers or students. The Local Governing Board of Eaton Bank Academy considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole community. Any concerns you may have must be made through the appropriate channels by speaking to the Head of Year, the Headteacher/Head of School or by following our Complaints Policy, so they can be dealt with fairly, appropriately, and effectively for all concerned.

In the event that any student or parent/carer of a child/ren being educated at Eaton Bank Academy is found to be posting libelous 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 contact or activity which breaches this. Eaton Bank Academy will also expect that any parent/carer or student removes such comments immediately.

In serious cases Eaton Bank Academy 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 network entry. We will take and deal with this as a serious incident of bullying. Thankfully, such incidents are extremely rare.

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

Breaching the code of conduct

If Eaton Bank Academy suspects, or becomes aware, that a parent/carer has breached the code of conduct, Eaton Bank Academy will gather information from those involved and speak to the parent/carer about the incident. Depending on the nature of the incident, Eaton Bank Academy may then:

- Invite the parent/carer into the academy to meet with a senior member of staff or the Head of School/Headteacher
- Send a warning letter to the parent/carer
- 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 libelous or slanderous)
- Ban the parent/carer from the site

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 Headteacher.

The Head of School/Headteacher will consult the Local Governing Body before banning a parent/carer from site.