



# Parents and Carers Code of Conduct

## Statement of Intent

The Poppy Academy Trust is committed to improving the life chances of all our children. We will nurture a passion for learning to enable them to thrive in an ever-changing world.

We have shared values across the Trust which we teach explicitly and throughout the curriculum to the children. At our Church schools, these values are rooted in our Christian ethos and distinctive Christian character.

This is reflected in all our relationships between staff, children, parents, governors and the local community. It is reflected in how we teach, what and how our pupils learn within and beyond the classroom.

<b>Parents and Carers Code of Conduct</b>	
Written by:	Alice Aharon
Date:	24.02.26
Approved by:	Trust Board
Date:	24.03.26
Review frequency:	Every 3 years
Target Audience:	All stakeholders

Our Local Governing Bodies are dedicated to the promotion of high standards of educational achievement. We are committed to eliminating discrimination, advancing equality of opportunity and fostering good relations between different groups. These factors were considered in the formation and review of this policy and will be adhered to in its implementation and application across the whole school community.

## **1. Purpose and scope**

At The Poppy Academy Trust, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

The Poppy Academy Trust endeavours to build collaborative and thriving school communities.

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 pupils (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 or childminders)

## **2. Our expectations of parents and carers**

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern

## **3. Behaviour that will not be tolerated**

- 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, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- 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 or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

#### **4. Use of Social media and Online Messaging**

Parents and carers are expected to act in accordance with the guidelines laid out below when discussing the school on social networking sites, such as Facebook, Twitter, Instagram and messaging apps such as WhatsApp and Snapchat.

- We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, staff, parents and carers or children. 'Think before you post!'
- Parents and carers must not attempt to befriend or otherwise contact members of staff or pupils through social media. Where contact has been attempted, this will be reported to the headteacher.
- Parents and carers must not post content which is damaging to the school or any members of the community. In the event of defamation, the school will take legal action.
- All parents and carers are encouraged to use social media responsibly in order to set a positive example.
- Cyber bullying of any kind will not be tolerated and will be dealt with as a serious incident.
- Parents and carers will not post on social media anonymously or under an alias in order to evade the guidance given in this policy.
- Should any problems arise from contact over social media or messaging apps, the school will act quickly by contacting parents and carers directly, to stop any issues continuing.
- The headteacher can, with the permission of the parent, view messages sent between members of the parental body in order to deal with problems quickly and effectively
- The headteacher can request that 'group chats' are closed down should any problems continue between parents and carers or parental bodies.
- The headteacher will report offending individuals using the appropriate 'report abuse' section on the specific social media site and will arrange a meeting with the individuals concerned to discuss their use of social media.
- The individual will be advised to remove any posts or comments that are harmful, immediately.
- The headteacher may contact the police for legal action where necessary.

## **5. Breaching the code of conduct**

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

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

- Send a warning letter to the parent
- 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 team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school 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 Headteacher will consult with the CEO and the Chair of Governors before banning a parent or carer from the school site.