

Old Clee Primary Academy

'Inspired to Believe, Learning to Succeed'

Parent and/or Carer Code of Conduct



Approved by: Headteacher

Date: 25th March 2026

Last reviewed on: 19th March 2025

Next review due by: Spring Term 2027

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1. Aims

At Old Clee Primary Academy, we are proud and fortunate to have a dedicated and supportive school community. The staff, governors, and parents all recognise that the education of our children is a partnership involving all parties.

As a partnership, we understand the importance of solid working relationships to equip our children with the necessary skills for their future. For this reason, we will continue to welcome and encourage parents to participate fully in the life of our academy.

The purpose of this policy is to remind all parents and visitors of the expectations regarding the conduct of everyone connected to our academy.

We understand that everyday frustrations can lead to misunderstandings and negatively impact our relationships. It is essential that we all remain committed to resolving difficulties constructively through open, positive dialogue.

Our academy already has a code of conduct for all staff and volunteers, but this code is aimed at the wider academy communities so all can see and understand the expectations on the behaviour to ensure we share a common expectation and understanding of behaviour. While we appreciate that incidents are extremely rare, we believe it is important to clarify the types of behaviour we may find unacceptable and the actions we might take in response.

2. Behaviour that will not be tolerated

- Disruptive behaviour that interferes with or threatens to interfere with the academy's normal operations or activities anywhere on the academy premises
- Any inappropriate behaviour on the academy premises
- Use of loud or offensive language
- Threatening a member of staff, visitor, fellow parent/carer, or pupil
- Damaging or destroying academy property
- Sending abusive or threatening emails, text messages, voicemails, or other written communications (including via social media—personal and business accounts) to anyone within the academy community, including staff, parents/carers, or pupils
- Posting defamatory, offensive, or derogatory comments regarding the academy or any of the students, parents/carers, staff, or governors associated with the academy on social media (see Appendix 1 for more details)
- The use of physical, verbal, or written aggression towards another adult or child (this includes physical punishment of a parent's/carer's own child on academy premises)

- Any language or actions that breach our commitment to Equality and Diversity, including, but not limited to, sexist, racist, or homophobic comments or actions
- Smoking, vaping, taking illegal drugs, or consuming alcohol on academy premises (alcohol may only be consumed during authorised events)
- Dogs on academy premises (other than assistance dogs)
- Parking on the zig-zag lines outside the academy gates between the hours of 8-9 am and 3-4 pm. Consideration must be given to local residents when parking in nearby streets to ensure driveways are not blocked and parking is legal. Any parking issues will result in the number plate being recorded and reported to NELC and the local PCSO.

Should any of the above occur on academy premises or in connection with the academy, we may seek legal advice and consider banning the offending adult from entering the academy site altogether.

3. What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor breaching this code, proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is deemed to be serious and potentially criminal, the concerns will be referred to the Police. This includes any harassment, threats of violence, and actual violence towards any child, staff member, or governor at the academy.

In instances where evidence suggests that behaviour amounts to libel or slander, the academy will refer the matter to its solicitor for further action.

In cases where the Code of Conduct has been breached but the violation is not libellous, slanderous, or criminal, the action taken will be proportionate to the level of threat, intimidation, and disruption caused to the academy. Initially, the academy will invite the parent to a meeting to resolve the issue. If the parent/carer refuses to attend the meeting, the academy will write to the parent/carer, requesting that they cease the behaviour and advising that failure to do so could result in a ban from the academy site.

In instances where the academy is contacted by email and the correspondence does not warrant a response, there is no automatic right to a written or verbal reply from the academy. Any inappropriate language or communications will not receive a response from the academy.

5. Complaints

This Code of Conduct does not prevent parents/carers from raising legitimate complaints.

In most cases, we hope that all complaints and concerns can be resolved through open dialogue with teachers or other appropriate members of staff.

If parents/carers are not satisfied with the responses they receive, they may follow the Complaints Procedure outlined in our Complaints Policy. This policy is available on the academy's website or in hard copy from the academy office.

This could take the form of insulting social media postings or any type of social media cyberbullying.

In more serious cases, a ban may be introduced without following all of the above steps. Site bans will typically be of limited duration in the first instance.

6. Monitoring arrangements

This policy will be reviewed annually and approved by the headteacher.

7. Links with other policies

This policy is linked to our:

- Complaints Policy

Appendix 1: Issues of conduct with use of social media

Think Before You Post

We request that social media, whether public or private, not be used to express negative opinions about the academy, its staff, parents/carers, or pupils. This includes platforms such as Facebook, Instagram, and Twitter, and applies to both personal and business accounts.

We take the inappropriate use of social media by a parent/carer to publicly humiliate or criticise another parent, student, or member of staff very seriously and will take action when necessary.

If parents/carers have concerns about their children in relation to the academy, they should:

1. Initially contact the child's teacher.
2. Follow the academy Complaints Procedure.

Inappropriate Online Activity

We consider the following online activities inappropriate:

- Identifying or posting images/videos of pupils.
- Making abusive or personal comments about staff, pupils, or other parents.
- Bringing the academy into disrepute.
- Posting defamatory or libellous comments.
- Circulating emails or sending direct messages containing abusive or personal comments about staff or pupils.
- Using social media to publicly challenge academy policies.
- Discussing issues related to individual children on social media.
- Engaging in threatening behaviour, such as verbally intimidating staff or using offensive language.
- Breaching academy security procedures.

At our Academy, we take our safeguarding responsibilities seriously and will address any reported incidents appropriately, in line with the actions outlined above.

Ratification

Date ratified by Headteacher: 25th March 2026

Date of last review: 19th March 2026

Next review date: Spring Term 2027

Signed by Headteacher: Mrs D Richardson

Date: 25th March 2026