



Whipman Woods Flying High Academy

Parent Code of Conduct

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1. Purpose and Scope

At Whipman Woods Flying High Academy, we recognise that positive relationships between school and home make an important contribution to children's happiness, wellbeing and success.

We are committed to working in partnership with parents and carers and to creating a school community in which everyone feels **safe, respected and valued**. Our school expectations – **Be Ready, Be Kind, Be Safe** – apply to the way in which all members of our community interact with one another.

We understand that, from time to time, parents and carers may have questions, concerns or differences of opinion. We welcome parents raising these with us and will listen carefully, respond professionally and work constructively to resolve concerns. In return, we expect communication and behaviour towards our staff, pupils and other families to remain respectful and appropriate.

This Code of Conduct sets out the standards of behaviour we expect from parents, carers and visitors when interacting with the school community, whether:

- on the school premises;
- at school events, visits or activities;
- when communicating with members of staff;
- through telephone, email, Class Dojo or other electronic communication; or
- online or through social media where the school, its pupils, families or staff are concerned.

The expectations within this Code sit alongside the standards expected of pupils through our Positive Behaviour Policy and of staff through the Staff Code of Conduct.

For the purposes of this Code, the term '**parent**' includes:

- anyone with parental responsibility for a pupil;
- anyone who has care of a pupil; and
- other adults, including relatives and childminders, who may bring to or collect a child from school or attend school activities.

2. Our Commitment to Parents and Carers

We believe respectful relationships are a shared responsibility. Whipman Woods Flying High Academy will:

- treat parents and carers with courtesy, dignity and respect;
- listen carefully to concerns and seek to understand different perspectives;
- communicate openly and professionally;
- provide appropriate routes through which questions or concerns can be raised;
- respond to concerns within reasonable timescales;
- maintain appropriate confidentiality;
- seek constructive solutions wherever difficulties arise; and
- always place the safety, wellbeing and best interests of children at the centre of our decision-making.

We recognise that parents may sometimes contact school because they are worried, frustrated or upset. We will always seek to support families appropriately. However, being dissatisfied with a decision or situation does not make abusive, intimidating, threatening or disrespectful behaviour towards members of

our school community acceptable.

3. Our Expectations of Parents and Carers

We expect parents, carers and visitors to:

- support the ethos, values and expectations of Whipman Woods Flying High Academy;
- model our expectations of **Be Ready, Be Kind and Be Safe;**
- work in partnership with staff in the best interests of children;
- treat staff, pupils, other parents, visitors and members of the wider school community with courtesy and respect;
- communicate calmly and respectfully, including where there is disagreement;
- raise questions or concerns through the appropriate school channels;
- allow school staff reasonable time to investigate and respond to concerns;
- respect professional decisions and understand that information relating to other children, families or staff may be confidential and cannot always be shared;
- follow school procedures and policies, including the Complaints Policy where appropriate;
- support the school in promoting positive behaviour and address the behaviour of children in their care where necessary;
- respect the privacy and dignity of other pupils and families; and
- follow reasonable instructions given by school staff in relation to safety, safeguarding and the effective operation of the school.

4. Communication with School

We want parents and carers to communicate with us when they have a question or concern. To enable staff to respond effectively and maintain appropriate professional boundaries, communication should take place through the school's agreed communication channels.

Class Dojo is primarily used to share information, celebrate learning and support positive communication between home and school. It should not be used for lengthy discussions, complaints, repeated messaging or complex matters relating to a child's provision.

Where a matter requires a more detailed discussion, parents should contact the school office by telephone or email so that the appropriate member of staff can respond or a meeting can be arranged.

Parents and carers should not expect staff to respond immediately to messages, particularly during teaching time, outside working hours, at weekends or during school holidays.

Where a parent is unhappy with a response or decision, they should use the school's appropriate escalation or complaints procedure rather than repeatedly contacting individual members of staff.

5. Behaviour That Will Not Be Accepted

To protect pupils, staff and families and maintain a safe and respectful school environment, the following behaviour will not be accepted:

- shouting, swearing or using insulting, offensive, discriminatory or abusive language;
- intimidating, aggressive, confrontational or threatening behaviour towards any member of the school community;
- threatening violence or using physical violence;

- harassment, including repeated unwanted contact with a member of staff;
- making unreasonable or excessive demands upon individual members of staff through repeated messages, telephone calls or approaches;
- deliberately disrupting teaching, school activities, meetings, events or the normal operation of the school;
- refusing to leave the school premises when reasonably asked to do so;
- approaching, confronting, questioning or attempting to discipline another person's child;
- aggressive or confrontational behaviour towards another parent or carer on school premises or at a school event;
- sending abusive, threatening, derogatory or inappropriate communications by telephone, text message, email, Class Dojo, social media or any other means;
- recording staff, pupils, meetings or conversations without appropriate permission;
- publishing photographs, video or information relating to other people's children without appropriate consent;
- posting defamatory, threatening, abusive, discriminatory or derogatory comments about the school, its staff, pupils or families online;
- using social media or messaging groups to target, harass or intimidate individual members of the school community;
- making malicious allegations about pupils, staff or other members of the school community;
- using physical punishment against a child whilst on school premises;
- smoking or vaping on school premises;
- consuming alcohol on school premises unless specifically permitted as part of an authorised event;
- possessing, supplying or using illegal drugs or other prohibited substances on school premises;
- bringing weapons or other dangerous items onto the school site; and
- bringing dogs onto the school premises, except where specifically authorised by the school, including recognised assistance dogs.

Concerns regarding another child should always be raised with a member of staff. **Parents and carers must not approach or attempt to discipline another person's child.**

6. Social Media and Online Conduct

We recognise that social media and parent messaging groups can provide useful opportunities for families to communicate. However, the same standards of respectful behaviour expected in person also apply online. Parents and carers are asked to raise concerns directly with school so that we have an opportunity to understand and address them appropriately.

Parents should not use social media, messaging groups or other online platforms to:

- harass, threaten or intimidate staff, pupils or other families;
- publish defamatory, abusive or discriminatory comments;
- share confidential information relating to another pupil or family;
- identify or discuss individual children inappropriately; or
- encourage others to engage in abusive or threatening behaviour towards members of the school community.

Nothing within this Code is intended to prevent parents from expressing legitimate concerns, opinions or complaints. Our expectation is that these are communicated lawfully, respectfully and through

appropriate channels.

7. Meetings with School Staff

Where a parent or carer wishes to discuss a significant concern, an appointment should normally be arranged in advance.

We understand that conversations can sometimes involve difficult or emotive issues. Staff will listen respectfully and parents will be given an appropriate opportunity to explain their concerns. Where behaviour during a meeting becomes abusive, threatening, intimidating or otherwise unacceptable, the member of staff will end the meeting. A further meeting may then be arranged with additional staff present or through an alternative form of communication.

In some circumstances, the school may determine that future meetings need to be arranged in advance and attended by a senior leader.

8. Breaches of This Code of Conduct

Where the school believes that this Code of Conduct may have been breached, the circumstances will be considered carefully and proportionately.

Depending upon the seriousness, frequency and nature of the behaviour, the school may:

- speak informally with the parent or carer and remind them of the expectations within this Code;
- write to the parent or carer outlining the school's concerns and expected future conduct;
- invite the parent or carer to meet with a senior leader or the Headteacher;
- require communication to take place through a specified member of staff or agreed communication channel;
- place reasonable boundaries around the frequency or method of communication where contact has become excessive, abusive or unreasonable;
- end a meeting or telephone conversation where unacceptable behaviour occurs;
- require future meetings to take place by prior appointment and/or with an additional member of staff present;
- seek advice or support from the Flying High Partnership or other appropriate professional services;
- contact the police or other relevant authorities where behaviour may constitute a criminal offence or presents a safeguarding or safety concern; and/or
- consider restricting or withdrawing an individual's permission to enter the school premises where this is considered necessary and lawful.

Where immediate action is required to protect pupils, staff or other members of the school community, the school may take appropriate steps without progressing through each of the measures above.

Any response will take account of the individual circumstances and will be reasonable and proportionate.

9. Restricting Access to the School Site

The school has a duty to provide a safe environment for pupils, staff and visitors.

In serious circumstances, or where unacceptable behaviour is persistent, the school may consider restricting a parent's or carer's access to the school site. Such action will not be taken simply because a parent has raised a complaint, challenged a decision or expressed disagreement with the school.

Where restrictions are being considered, the school will follow the appropriate legal and procedural requirements and seek advice from the Flying High Partnership where necessary. Except where immediate action is required to protect the safety of others, the parent or carer will normally be informed of the concerns and given an opportunity to respond. Any restriction will be proportionate to the circumstances and will be reviewed as appropriate.

Restrictions on access to the school site do not remove the school's responsibility to support a child's education or prevent appropriate communication between the school and those with parental responsibility.

10. Working Together

Whipman Woods Flying High Academy greatly values the contribution that parents and carers make to our school community.

We know that there may be occasions when families and school do not immediately agree. Strong partnerships do not depend upon always agreeing; they depend upon being able to communicate respectfully, listen to one another and remain focused on what is best for children.

By working together and modelling **Be Ready, Be Kind and Be Safe**, we can ensure that Whipman Woods remains a welcoming, respectful and safe community for every child, family and member of staff.