

# THE CHARTER SCHOOLS

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## EDUCATIONAL TRUST

# Parent code of conduct

**Approved by:** Trust Executive Team      **Date:** December 2022

**Last reviewed on:** 05/12/2022

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### 1. Purpose and scope

At The Charter Schools Educational Trust (the 'Trust'), our mission is to inspire and nurture children and young people in South London to excel, through education that transforms lives and strengthens our diverse communities. In order to achieve this, 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.

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 [Trust Behaviour Principles](#) and our schools' individual behaviour policies).

This code of conduct aims to help our schools work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

This policy works in conjunction with the following policies and guidance:

- Child Protection Policy
- Staff Code of Conduct
- Allegations of Abuse against Staff Policy
- Complaints policy
- Keeping Children Safe In Education 2022
- DfE Controlling Access to School Premises 2018

## 2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our Trust and its individual schools
- 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 and collaborative 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 and follow the [Trust Complaints Policy](#) when raising a concern or complaint

## 3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- The use of offensive, insulting, or prejudicial language is not to be used in any circumstances, deliberately or otherwise.
- Any violence, threatening behaviour or verbal abuse towards any member of the school community (including verbally or in writing) towards another child or adult. This includes sending abusive messages to another member of the school community, including via text, email or social media
- Posting or sharing 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
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking on the school premises
- 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. Breaching the code of conduct

If the Trust or any of its schools suspect, or become aware, that a parent has breached the code of conduct, the respective school will gather information from those involved and speak to the parent about the incident.

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

- Send a warning letter to the parent asking them to amend their behaviour
- Invite the parent into school to meet with a senior member of staff or the headteacher to discuss the circumstances around the incident
- Contact the appropriate authorities (in cases of criminal behaviour)

- Seek advice from the Trust's legal representatives regarding further action (in cases of conduct that may be libellous or slanderous)
- Put a communication plan in place with the parent which outlines which staff members, which communication channels and for what reasons the parent may contact the school
- 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 the chair of the local governing board before banning a parent from the school site.

## **5. Complaints and Concerns**

If you have a complaint or concern that you wish to raise with the Trust or any of its schools, please refer to the [Complaints policy and procedure](#)

## **6. Review**

This policy will be reviewed every three years by the Trust Executive team. The next review date is December 2025.