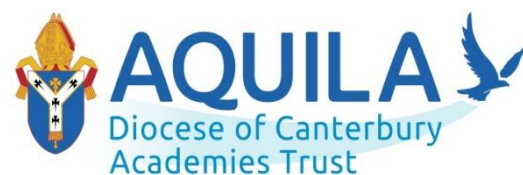


'They will soar on wings like eagles ...'

Isaiah 40:31



collaborate | enrich | trust | innovate | aspire | nurture

Multi Academy Trust Policy

Common Trust Policy, Use as Published

Parental Code of Conduct Policy

Date adopted by Trust Board: February 2026

Date of Review: February 2027

Date of next Review:

Version	Date	Author	Change description:
01	12.01.2026	JL	

Parental Code of Conduct Policy

Introduction

All schools in our trust work to provide rich educational opportunities and experiences, which enable all children to thrive. As a charitable trust, we are focused on the advancement of education for the public benefit.

Our aim is always to enable children to receive a high- quality primary education that enables them to be ready for the next steps in their learning and in their lives.

In addition to providing high quality academic and wider curricular provision, we also want children to have the opportunity to develop personally in terms of their values and underlying skills that enable them to be part of a community and live well in our global society as responsible citizens.

Our trust behaviour policy endorses our values as:

Our Trust values are collaborate, enrich, trust, innovate, aspire, nurture. These are at the centre of everything we expect to see in our schools and are pivotal in ensuring a calm, safe and supportive learning environment. High standards and clear rules reflect these values. Each school has their own values, reflecting their unique context, but these resonance with the Trust values. Appendix 1 lays out the school specific values.

Everyone in an Aquila school has the right to be treated with dignity, kindness and respect.

Bullying is never tolerated and all allegations of bullying (including cyber-bullying), discrimination, aggression and derogatory language will be investigated quickly and dealt with appropriately. Aquila schools will teach pupils the difference between bullying and falling out with friends. (See the Anti-bullying policy)

We expect all members of our school communities – to both understand, promote and seek to live by these values. That enables us to be the best that we can be and live and work in harmony with each other. In our schools, we know that we are fortunate to have a supportive and friendly parent body. Our parents/carers recognise that educating children is a process that involves partnership between parents, carers, teachers and the whole school community. As a partnership, our parents/carers understand the importance of a good working relationship to equip children with the necessary skills for adulthood.

Parents and carers are expected to use social media responsibly and respectfully. The school will not tolerate the naming, shaming, or public criticism of staff or pupils on any social media platform. Any concerns should be raised directly with the school through the appropriate channels.

We therefore welcome the support of parents and carers within the life of our school in a range of voluntary roles as we seek to be a strong community for the benefit of our children.

Policy Purpose

The purpose of this policy statement is to provide a reminder to all parents, carers and visitors to our school of the expected code of conduct that we subscribe to. This is so that our school can continue to flourish, progress and achieve in an atmosphere of mutual understanding for the benefit of all our children and those who work within them. Pupils have the right to learn in a safe environment free from intimidation, harassment, and discrimination. Staff have the right to work in an environment free from fear of

intimidation, assault, or verbal abuse. The school is committed to promoting equality and diversity and will not tolerate any form of discriminatory behaviour.

We know that parents and carers want our schools to be happy places where all members of the community can feel safe and be safe. Fortunately, the vast majority of interactions between members of the schools' communities are positive and constructive but on rare occasions where this is not the case, it is important to be clear about the school's expectations. We therefore thank you for your support in the implementation of this policy.

Expectations

We expect, parents, carers and all visitors to our schools to:

- Respect the caring ethos and values of our schools and the Trust as a whole.
- Understand that teachers, staff and parents need to work together for the benefit of their children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in the way they talk and in their own behaviour, including that demonstrated to their children.
- Be willing to listen to both the school and their child regarding situations or concerns in order to bring about a peaceful resolution to any issue.
- Have high expectations of their own child's behaviour especially on school premises where it could otherwise lead to conflict, aggressive or unsafe behaviour.
- Ensure that the Behaviour Policy and school-based strategies are followed at all times within discussion in the home environment to support all school decisions and sanctions.
- Parents and carers must adhere to school policies regarding the use of mobile phones and devices on school premises, including during school events, to protect pupil privacy and ensure a safe environment.
- Ensure that their child attends school punctually and is only absent where this has been agreed with the school or by reason of illness.
- Be reasonable and realistic in their expectations of schools as organisations and their ability to respond to queries or concerns.

In order to support respectful, peaceful school environments, the trust cannot tolerate parents, carers or visitors exhibiting the following:

- Disruptive behaviour which goes against the ethos or values of the school and wider Trust and in particular, disrupts or compromises the safety of classes, school offices or any other area of a school site, including in relation to sporting events.
- Using loud/offensive language e.g. shouting, cursing, swearing, profane language or displaying outbursts of temper in person, on screen or phone.
- Threatening to do actual bodily harm to a member of the school community, which includes pupils, staff and volunteers or behaving in a way that makes others feel unsafe.
- Damaging or destroying school property.
- Abusive, threatening or disrespectful emails, texts or voice messages.
- Inciteful behaviour on social media, including naming and quoting members of the staff body.
- Racist, sexist or homophobic language or behaviour
- The use of physical or verbal aggression towards another adult or child in person (or online) – this includes aggressive hand gestures, not allowing personal space, pushing, hitting or spitting
- This includes approaching someone else's child to discuss/chastise them because of the actions of this child against their own child

Should any of the above behaviour occur whilst on school premises, the school reserves the right to contact appropriate authorities and if necessary, the offending adult may not be permitted onto school grounds until a change in behaviour has been secured.

All our premises are non-smoking (including e-cigarettes and vaping) and the consumption of alcohol (except at authorised events organised for example by the school's PTA) or illegal drugs on the premises is strictly prohibited.

Commitments

All schools in our trust will always seek to:

- Live by our ethos and values as outlined
- Ensure that they are robust and effective in our safeguarding practice
- Be consistent in the application of policies and procedures
- Raise concerns or report issues to parents/carers in a timely fashion
- Work constructively with pupils and parents to bring about resolution to issues/concerns
- Be honest where they have not achieved their best in any situation and identifying any lessons learned where appropriate

Breaching the Code of Conduct:

The school and Trust will ensure that any action taken in response to breaches of this code, including parental behaviour to each other, is proportionate, fair, and consistent. Parents will have the opportunity to respond to any allegations before decisions such as banning from school premises are finalised. The Trust will provide support to parents to understand the code and its implications.

Depending on the nature of the incident, the chair of governors will:

- Send a warning or initial ban letter to the parent whilst a review of the matter takes place
- Invite the parent to send an explanatory letter to the chair of governors to review the matter and take the appropriate follow-up action
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the trust regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site for an appropriate length of time; 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 chair of governors and/or trust. The chair of governors will consult the Headteacher and trust before banning a parent from the school site.

This policy will be reviewed regularly and communicated clearly to all parents and carers through multiple channels including the school website, newsletters, and induction events. Training and support will be provided to staff to ensure consistent application.