



***Thinking Schools Academy Trust***  
**“Transforming Life Chances”**

Parent/Carer Conduct Policy

This policy was adopted on	April 2019
The policy is to be reviewed on	April 2023

## 1 Aims of the Policy

- 1.1. The Thinking Schools Academy Trust is dedicated to ensuring that all students at their academies achieve their potential and will work in partnership with all relevant stakeholders to achieve these aims. Parents/Carers are a key stakeholder and their actions may have a detrimental effect on the good order, and safety at the academies. The Thinking Schools Academy Trust has a duty of care for both staff and students to ensure their safety and well-being. This policy will outline the behaviours that are unacceptable on or near the academy site and what sanctions are available to deal with the behaviour.
- 1.2. This policy should be read in conjunction the Complaints Policy as we expect all parent/carer complaints to be taken seriously and to be dealt with comprehensively and as far as possible in confidence. The complaints policy allows parent/carer complaints about academy issues to be dealt with efficiently and sensitively, and at the appropriate level. The Complaints Policy can be found at [www.tsatrust.org.uk/about/policies/](http://www.tsatrust.org.uk/about/policies/)

## 2 The Scope and Application of this Policy

- 2.1 The policy aims to ensure that the following behaviours demonstrated by parent/carers will be dealt with by the Academy:
  - Conduct which undermines the safe and calm environment in a school, either in a school office, classroom, around the school site, immediately outside the school or on a school playing field.
  - Using loud or offensive language, such as swearing, or displaying an unacceptable amount of anger and aggression.
  - Intimidating or threatening physical violence to a member of the school community.
  - Damaging school property.
  - Abusive telephone calls, emails, letters or other forms of written communication.
  - Defamatory/malicious/discriminatory comments about school staff, pupils or governors on social media sites.
  - The use of physical aggression towards another adult or child. This includes physical punishment of your own child.
  - Approaching someone else's child in order to chastise them.
  - Inciting others, including students to display any of the above behaviours
  - Unwarranted and unnecessary correspondence taking up undue teaching and administrative time,

This is not an exhaustive list and provides an indication of the behaviours which we feel are unacceptable in the academy environment.

This policy does not affect the right of parent/carer or other parties to make complaints to the Academy.

- 2.2 **The Education Act 1996** states that anyone who is present on school premises without lawful authority who causes or permits a “nuisance or disturbance” commits a criminal offence. This would cover any of the above examples of behaviour.
- 2.3 **The Public Order Act 1986** defines “disorderly conduct” as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress. “Threatening behaviour” is when a person fears that violence, or threat

of violence, is likely to be provoked. In a school context this could mean someone shouting at a member of staff, either in person or on the phone; acting aggressively, including using intimidating body language, as well as actual violence. It also covers comments posted on social networking sites or situations where members of staff are approached off school premises.

### **3 Key principles**

- The education of the children of the parent/carer involved will not be compromised in any way;
- Clear documentary evidence is kept of any correspondence, action or decisions for a period of at least 12 months;
- The Academy will fully investigate all valid concerns;
- Any decisions will be fully communicated to the parent/carer;
- Any parent/carer behaving unlawfully will be reported to the police.

### **4 Procedures**

The Thinking Schools Academy Trust has a range of strategies to employ with any parent/carer who persists with unacceptable conduct. Whilst these sanctions are set out in the policy by way of a sequential process, they can be initiated at any stage if, in the reasonable judgement of the Headteacher/Principal, the severity of the behaviour warrants such a level of intervention.

#### **4.1 Verbal Warning/Mediation Meeting**

A parent/carer who displays any of the behaviour as described above will be asked politely to stop and offered the opportunity to discuss the matter in person on the first occasion.

#### **4.2 Formal Written Warnings**

If a second incident occurs, or if an initial incident is considered serious enough a formal written letter will be sent by the Headteacher/Principal to the parent/carer where they continue to act unacceptably. The letter will warn the parent/carer of their behaviour and set out the possibility of legal sanctions being imposed should a further breach occur. The letter will be circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted.

#### **4.3 Legal Sanctions**

If a parent/carer breaches the expected standard of behaviour as set out in this policy despite a formal written warning, or if an initial incident is considered serious enough by the Head Teacher/Principal then the following sanctions may be considered:

A – A parent/carer may be banned from the Academy site for a specified period, subject to regular review.. The parent/carer will have the opportunity to make representations on the imposition of a ban. Any entry onto the site in contravention of such a ban and where a nuisance or disturbance is caused would be a criminal offence under section 547 Education Act 1996. Entry in contravention of a ban will result in removal from the premises by the Police or an authorised member of staff. The Academy will also consider a criminal prosecution.

B - The Academy may seek an injunction under the Protection from Harassment Act 1997 requiring the parent/carer to stop behaving in the specified inappropriate manner.

C - The Academy may seek an ASBO. The Court will have the ability to grant an ASBO which would prohibit the parent/carer from pursuing a certain course of action.

## **5 Equal Opportunities**

5.1 In implementing this policy the Governing Body, Headteacher/Principal and staff must take account of the Academy's Equal Opportunities policy.

## **6 Monitoring and Review**

6.1 The Headteacher/Principal will report to the Governing Body on the number and type of incidents and behaviours displayed by parent/carers received and their outcomes.

6.2 This policy will be reviewed every 4 years or earlier if deemed necessary.