



Gosberton House Academy

Parent Code of Conduct Policy 2024 2025

PERSON RESPONSIBLE FOR POLICY:	KATHARINE SAYWELL
APPROVED:	
SIGNED:	
TO BE REVIEWED:	

PARENTS AND CARERS CODE OF CONDUCT (LCC adapted policy)

Introduction

Gosberton House Academy has a long-term commitment to work within the nationally recognised Parent Partnership Quality Mark standards. We strive to work in partnership with our parents/carers and encourage parents/carers to participate fully in the life of our academy. We are very mindful that parenting a youngster with additional needs will present with enhanced pressures. Our aim is to be as supportive as possible.

We believe that contact between parents/carers and the school should be reciprocally respectful and must be appropriate and proportionate, both of the professional knowledge, experience and skill of teaching staff (all child contact staff) senior staff and infrastructure staff at the academy and of the entitlement of staff to a work/life balance.

Purpose

The purpose of this policy is to provide support to all parents/carers and visitors to our academy about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

The policy sets out:

- The general principles underpinning the conduct of members of the academy community.
- How it is expected that communication between parents/carers and the academy will take place.
- What behaviour towards the academy and members of the academy community are deemed unacceptable and open to challenge by the academy.
- The additional steps the school can take in respect of unacceptable behaviour by a parent or carer.

General Principles

- Remember that the school is governed by the academy rules as decided upon by the Governing Body of the school, the Senior Leadership Team and the Board of Trustees.
- Respect the caring ethos and values of our academy.
- Understand that teachers and parents need to work together for the benefit of their children.
- Demonstrate that all members of the academy community should be treated with respect and therefore set a good example in their own speech and behaviour.

Communication

There are many reasons you might want to communicate with the school or a member of staff at the academy. Our preferred method of communication is via Tapestry.

Please remember:

- How busy members of staff are during the academy day.
- To approach the academy to help resolve any issues of concern.
- That if the matter is not resolved, follow the procedure in the academy's Complaints Policy which is available under the heading "policies" on our website.

- Ensure that all communications are polite and that you are always mindful of the right of the recipient to be treated with respect.
- When meeting face to face with members of staff to discuss any matters concerning your child's education or wellbeing in academy approach the matter calmly and politely as this will also ensure progress can be made to address any issues or concerns. Remember that if you wish to speak with a member of staff it will normally fall to you to make a mutually convenient appointment.

Unacceptable Behaviour:

- Contacting staff or members of the Governing Body out of academy hours using their individual email addresses rather than Tapestry or the academy contact email address – enquiries@gosberton-house.lincs.sch.uk. Staff and Governors are entitled to their own personal and family time.
- Sending any form of correspondence to members of staff or Governors at the school expecting an immediate response or a response within your own time frame as the matter will be addressed, where appropriate, in a time frame deemed appropriate by the recipient.
- Sending lengthy, frequent, demanding, or disrespectful emails to staff members as this will seriously undermine their ability to carry out their core role of educating all of the children in their care.
- When corresponding or speaking with staff in person do not use language that calls in to question their professional abilities or represents any form of personal attack or seek to direct how they carry out their professional roles or run the school. The running of the academy is a matter for the Senior Leadership Team and the Governing Body of the academy.
- It is unacceptable to record telephone conversations with staff members or to record meetings with staff and/or Governors at the academy without making them aware you are doing it and seeking their express permission to capture what could be their personal information and breach their human right to privacy, which extends to their workplace.
- Resorting to any other form of criticism of the academy, its staff or Governing Body or any other matters that relate directly to the school via a medium other than the school's complaints policy. Parents and carers are asked to be aware of the school's "social media policy" as it appears in "Appendix A".
- When speaking with a staff member or any other member of the academy community whether in person, on the telephone or by any other means of communication it is entirely inappropriate to raise your voice, invade their personal space, use language that is disrespectful, rude, offensive, aggressive or threatening.
- Do not shout, swear or cause any form of disruption on academy grounds.
- Any threats of violence or use of violence towards anyone on school premises is a criminal offence, as is damage to school premises and will be likely to result in the matter being reported to the police.

- Do not smoke or consume alcohol or other drugs on any part of the academy premises.
- Do not bring dogs onto the school premises unless already agreed with the school that the dog is a guide dog or other form of assistance dog and consent has been given for the presence of the dog to assist its owner on academy premises.
- Do not correct your own child's behaviour in such a way that could lead to conflict, aggressive behaviour or unsafe behaviour.
- Avoid using staff as threats to reprimand children's behaviour.
- Do not approach another child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Do not use disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the academy grounds.

Additional Steps by the academy:

- The member of staff or Governor concerned may challenge the behaviour by asking the person concerned to respect their personal space, stop shouting or using inappropriate behaviour, may end an unacceptable phone call or ask you to leave the academy.
- The academy may correspond in writing with a parent or carer to challenge behaviour that the academy is finding unacceptable such as, for example, being rude to a member of staff or sending too many emails making demands of the school.
- If the school decide the matter requires a more formal approach the academy may instruct its legal advisers to write to the parent or carer warning them about their behaviour and/or putting in place a communications strategy to restrict their means of corresponding with the academy and/or banning them from academy premises if felt to be appropriate.
- Clearly in serious instances where the peace is breached or the criminal law broken the academy will also involve the police.

Please note that academy premises are not public places but private premises that you have an implied right to enter as a parent or carer of a child at the academy , but it is open to the academy to remove that right of entry at any time it deems this to be necessary.

We trust that parents and carers will assist our academy with the implementation of this policy and we thank you for your continuing support of the academy.

Note: Could parents please ensure they make all persons responsible for collecting their children aware of this policy.

Appendix A: Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Principals, school staff, and in some cases other parents/pupils.

The academy seeks to teach pupils the importance of appropriate and responsible use of social media and it is therefore vital that everyone in the academy community, including parents and carers lead by example.

The Governors consider the use of social media websites to complain about the academy or individual members of staff or make personal comments about anyone in the academy community is unacceptable and not in the best interests of the children or the whole academy community. Any concerns you may have must be made through the appropriate channels using the Academies Complaints Policy by speaking to the class teacher, the Principal or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned in line with that policy.

In the event that any student or parent/carer of a child/ren being educated in the academy is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site.

All social network sites have clear rules about the content, which can be posted, on the site and they provide robust mechanisms to report contact or activity which breaches this. The academy will also expect that any parent/carer or student removes such comments immediately.

In serious cases the academy will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of academy bullying. Thankfully such incidents are extremely rare.

Please note that the inappropriate use of a communications network can give rise to offences under the Malicious Communications Act 1988 or the Communications Act 2003 and if persistent could be deemed to constitute the offence of harassment.

