



Code of Conduct for Parents June 2025

Version Control

Owner	Revision no.	Revision Date	Effective From	Distribution	Approved by	Revision Date
GCO	V1.00	01.06.2025	01.06.2025	Trust wide	Headteachers	01.06.2028

Version	Date	Summary of Changes
V1.00	01.06.2025	New Trust wide Code

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1 Aim of this Code of Conduct

At Aspire Schools Trust, we strive to build a strong relationship with parents to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.

To create a welcoming and safe learning environment, the Trust implements a specifically designed set of rules regarding behaviour and conduct which parents are expected to act in accordance with.

All staff members have the right to work without fear of violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, Trustees, governors, visitors, pupils or other parents may result in individuals being removed from the premises.

This document outlines the manner in which parents are expected to act whilst on school premises, as well as detailing the type of behaviour that will not be tolerated.

2 Legal framework

This document has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Education Act 2011
- Education Act 1996
- Children Act 2004
- DfE (2023) 'Keeping children safe in education 2023'
- DfE (2018) 'Controlling access to school premises'
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Protection of Freedoms Act 2012.

This document operates in conjunction with the following school policies:

- Complaints Policy
- Child Protection and Safeguarding Policy
- Data Protection Policy.

3 Expectations

Our Trust and schools expects parents to:

- Act in accordance with this Code of Conduct at all times.
- Support and reflect the school's ethos and values through their behaviour.

- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff members for the benefit of their child and to resolve any issues of concern.
- Treat all Trustees, governors, staff members, pupils, other parents and any members of the school community with dignity and respect.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow the school's parking rules and procedures for dropping-off and collecting pupils from school.
- Dress in an appropriate manner when on the school premises and attending school events, and ensure their dress and appearance reflects that they are role models for pupils, e.g. parents may not wear nightwear when dropping-off or collecting pupils.
- Parents are required to act in accordance with all relevant school policies and procedures at all times. Parents can request copies of all relevant policies and procedures from the relevant School Office.

4 Driving pupils to school

Residents' drives should not be blocked under any circumstances, even during short periods of waiting where the car is in use. Vehicles should be driven in a calm manner which causes least disturbance to residents.

Engines should be turned off when a vehicle is stationary and not in traffic as vehicle exhaust emissions contribute significantly to air pollution and are particularly harmful to children. This also supports the Trust's Climate Change and Sustainability work.

All pupils will wear a seatbelt at all times while they are dropped off and picked up. Parents will ensure pupils disembark vehicles safely and cross roads with care.

Parents are to use their discretion in severe weather and drive with extra caution as appropriate.

Pupils should not be collected late. If a parent is delayed in picking up their child for any reason it is the parents' responsibility to call an authorised adult to collect the pupil from school on their behalf.

Parents that are going to be late picking their child up from school and cannot arrange for an authorised adult to collect the pupil from school on their behalf should inform the school as soon as possible.

5 Inappropriate behaviour

The Trust takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened.

Parental behaviour that the Trust do not tolerate includes, but is not limited to, the following:

- Using foul, abusive or offensive language
- Raising voices inappropriately at another individual
- Making racist or sexual comments
- Using aggressive hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the school community, including pupils, staff, governors and other parents
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- Sending abusive, aggressive or threatening messages, emails or other communications to any member of the school community
- Trespassing on school property without prior permission or implied licence
- Causing intentional damage to school property
- Breaching the school's security procedures
- Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking and pushing
- Physically intimidating an individual
- Partaking in unnecessary physical contact with an individual
- Writing or posting abusive, offensive or defamatory comments about an individual, member of staff or the school, including on social media
- Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities
- Approaching another parent or pupil to discuss or reprimand them because of an issue between pupils
- Threatening any member of the school community in any way
- Arriving on the school premises partially clothed
- Smoking on the school premises
- Taking illegal or harmful drugs while on the school premises
- Drinking alcohol on the school premises

- Taking photographs or videos on the school premises without permission from the school
- Driving unsafely within the vicinity of the school.

6 Managing inappropriate behaviour

If a parent is behaving inappropriately, a report will be made to the Headteacher or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Parents will raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher or the Headteacher and will not approach the parent themselves.

Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent has behaved inappropriately, they will be invited to a meeting by the Headteacher or a senior leader to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the Headteacher, in collaboration with other staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the parent from the school premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent's channels of communication to the school, e.g. no longer allowing the parent to send emails to a staff member directly
- Reporting content the parent has posted online to the website's admin
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children.

Any child protection and safeguarding concerns will be addressed in accordance with the school's Child Protection and Safeguarding Policy.

The Trust reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary. The police will be contacted where a parent is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent has been previously barred from the premises or has exceeded their implied access to the premises and is causing a disturbance, the police will be contacted to remove the individual from the premises.

If concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises, in line with the Barring from the school premises section of this Code.

7 Barring from the school premises

The Trust has the right to bar a parent from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.

If a parent persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the Trust reserves the right to bar this individual from the school site.

The school will either:

- Bar the parent temporarily, until the parent has had the opportunity to formally present their side.
- Inform the parent that they intend to bar them and invite them to present their side.

The Headteacher will send a letter to the parent, informing them of the following information:

- Why they have been temporarily barred or face a bar
- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- That they have the right to formally express their views on the decision to bar in writing to the relevant Chief Executive Officer within 10 working days.

The Headteacher's decision to bar the parent will be reviewed by the Chief Executive Officer.

The Chief Executive Officer will take account of any representations made by the parent and decide whether to confirm or lift the bar. The parent will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they will be advised to seek independent legal advice.

8 Online safety and social media conduct

The Trust expects parents to behave in a civilised nature online and will not tolerate any of the following online behaviour:

- Posting defamatory content about parents, pupils, the school, Trust or its employees
- Complaining about the values and methods of the Trust and its schools on social media
- Posting content containing confidential information regarding the school, Trust or any members of its community, e.g. a complaint outcome
- Contacting school/Trust employees through social media, including requesting to 'follow' or 'friend' them, or sending them private messages
- Creating or joining private groups or chats that victimise or harass a member of staff or the school/Trust in general
- Posting images of any staff members or pupils without their prior consent.

The school retains the right to request that any damaging material is removed from social media websites.

If parents wish to raise a complaint, the Trust's Complaints Policy will be followed.

Breaches of this Code of Conduct will be taken seriously by the Trust and, in the event of illegal, defamatory, or discriminatory content, breaches could lead to prosecution. Parents will be instructed not to post anonymously or under an alias to evade the guidance given in this Code of Conduct.

9 Online messaging (including messaging apps, such as WhatsApp)

The Trust will not accept any of the following behaviour:

- Sending abusive messages to fellow parents
- Sending abusive messages to members of staff
- Sending frequent messages to members of staff
- Sending abusive messages about members of staff, parents, pupils or the school
- Sharing confidential or sensitive information about members of staff, parents, pupils or the school
- Bringing the school, Trust or its staff into disrepute.

The Trust appreciates the simplicity and ease of instant messaging. Parents will be expected to understand that staff should not be contacted outside of working hours.

If parents wish to talk to staff, parents can arrange a suitable time by speaking to the School Office (The School Office may arrange this or the relevant teacher/appropriate member of staff (such as a Base Tutor or Head of Year) will contact the parent directly to arrange this.

Should any problems arise from contact over messaging apps, the school will act quickly by contacting parents directly, to stop any issues continuing. If necessary, the school will request a meeting with parents if any misconduct, such as sending abusive messages or posting defamatory content, occurs online.

The Trust's Complaints Policy will be followed as normal if any members of a Parent Teacher Association cause any issues through their conduct whilst using online messaging.

The Headteacher will be permitted, with the permission of the parent, to view messages sent between members of the parental body to deal with problems quickly and effectively.

The Headteacher will be able to request that 'group chats' are closed down should any problems continue between parents or parental bodies.

10 Photography and images

Parents are not permitted to take photos at school. Schools will however when possible and appropriate share photos of school events on social media.

11 Responsibility

Parents will be responsible for supporting their school by monitoring their own use of social media and online messaging. Parents will be expected to adhere to this Code of Conduct for Parents at all times.

Parents will be responsible for ensuring they support their child's school by monitoring their children's use of social media and online messaging.

12 Monitoring and review

The Trust will review this Code of Conduct regularly and will communicate any changes to all teachers and parents.

The next scheduled review date for this document is June 2028.

All parents will be required to read this Code of Conduct and sign the Parental Declaration Form should any changes be made.

Appendix A: Parental declaration form

I _____ (name), parent of _____ (name of child), declare that I have received, read and understood the terms and conditions of this Code of Conduct for Parents.

I understand my obligations under this Code of Conduct and agree to comply fully with them. I will ensure that my conduct does not breach this Code of Conduct in any way, including:

- Sending abusive messages to parents or teachers.
- Sending abusive messages about parents and teachers.
- Posting defamatory content about other parents, pupils, teachers or the school.
- Using social media to complain or post any grievances about the school's values and methods.
- Posting content containing confidential information to do with the school or any members of its community, e.g. regarding a complaint outcome.
- Contacting school employees through social media, including requesting to 'follow' or 'friend' them, or sending them private messages.
- Creating or joining private groups or chats that victimise or harass a member of staff or the school in general.
- Posting images of any staff members or pupils without their prior consent.
- Being abusive or threatening to any member of the school community.
- Behaving inappropriately or aggressively in any way.
- Being discriminatory towards any member of the school community.
- Trespassing on the school property.
- Requesting to 'follow' or 'friend' school staff on social media.

Signed: _____

Date: _____