



Parental Code of Conduct Policy

Our Mission

"Together we work as one family to ensure excellence for all."

Our Vision

To be an ambitious, inclusive, collaborative family of schools, ensuring fullness of life and excellence in education, whilst celebrating individuality.

Policy Reviewed and Adopted by Board of Directors:	Autumn Term 2024
Date of Next Review:	Autumn Term 2028
Responsible Officer:	Lindsey Vollans

1. Vision Statement

1.1. One Excellence Multi Academy Trust and its family of Academies strive “to provide high quality education for all children based on clearly established Christian values and principles.”

2. Mission

2.1. We work closely and collaboratively as a family of Academies and other partners to ensure that we offer a strong caring ethos and a clear moral purpose. We encourage all in our Trust to see themselves as part of a family with a shared vision, identity and purpose whilst maintaining their individuality.

2.2. We are committed to achieving excellence in education and see it as the right of every child to achieve their full potential and to flourish academically, socially, spiritually and emotionally.

3. Key Governance Principles

3.1. One Excellence Multi Academy Trust (The Trust) is the employer and manager of all employees, facilities, property, estates and assets across our family of Academies.

3.2. All staff employed within our Academies are employees of The Trust, and through a Board of Directors the Trust (One Excellence Education Ltd) is the legal entity as a limited company.

3.3. Each Academy has its own local complaints policy (available on their websites) which must be followed in full prior to any potential escalation to The Trust executive through its own complaints policy (available on the Trust website).

4. Code of Conduct

4.1. One Excellence Multi Academy Trust (The Trust) values our strong relationship with parent and carers. Together this helps us achieve the very best for the children in a mutually supportive partnership between parents, class teachers, support staff and the communities we serve.

4.2. As a partnership, our parents understand the importance of a good working relationship to equip their children with the necessary skills for adulthood. For these reasons we continually welcome and encourage parents or carers to participate fully in the life of our Academies.

4.3. To truly create the best outcomes for children requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that a child or children are safe (please read our safeguarding policy) and not open to undue distress and anxiety.

5. Guidance

5.1. As well as following the guidance set out in individual Partnership Agreements and holding the above principles in mind, parents, carers and visitors are reminded:

- To respect the caring ethos and values of the Trust and our family of Academies
- That Trust employees and parents need to work together, building an effective relationship for the benefit of their children
- Approaching Academy staff for help to resolve an issue is done in an appropriate manner
- To talk to us if you have any concerns about any part of your child’s education and development – we want to hear from you.
- All members of our Academy communities are treated with respect using appropriate language and behaviour.

- Our Academies need to work with a child in order to clarify their version of events in order to bring about an appropriate solution to an issue.
- To correct their child's actions especially where it could lead to conflict, aggressive or unsafe behaviour – both on and off the school premises.
- To use other strategies rather than using 'staff' as threats to admonish their children's behaviour.
- If you have a concern and wish to make a formal complaint, please ensure that you follow the school's policies and complaint procedures.
- To demonstrate in your own behaviour that all members of the school community should be treated with respect by setting a good example in your own speech and behaviour.
- Even if divergent views exist, all should remain calm and respectful and be mindful that we are all working together for the child's best interests.
- Staff must be allowed time to investigate issues they have been made aware of and then resolve issues according to school policy.
- Know that children cannot be moved classes on request of the parent
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- The school needs to be able to maintain arrangements for the orderly running of the school meaning that appointments cannot be arranged on demand and that the school will not be able interrupt daily teaching arrangements to meet parents or carers without notice other than in an emergency.
- To support the school in addressing your child's behaviour, especially where it could lead to conflict.
- To dress appropriately when accessing school premises, including not wearing clothing which may be viewed as offensive, revealing, sexually provocative, display contentious slogans etc.
- To complete all consent, contact and medical forms and inform us straight away if anything changes.
- To make sure your child has the right clothing for any activity they are involved in.
- To attend Information Evenings, school events and Parents' Evenings wherever possible or re-arrange if necessary to share information about your child's development,
- They can only take photographs and videos under the direction and supervision of senior leaders within the school with the subject being your child. No images or videos should be shared on social media.
- To switch off electronic equipment, including mobile phones, cameras and iPads while on school premises.

5.2. In order to support a peaceful, calm and safe school environment the Trust or its Academies will not tolerate parents, carers or visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with any of the academies operation or activities anywhere on Trust premises.
- Any inappropriate behaviour on Trust premises.
- Using loud or offensive language or displaying temper.
- Threatening, in any way, a member of One Excellence staff, visitor, governor, fellow parent/carers or pupil.
- Damaging or destroying Trust property.
- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications to anyone within the One Excellence community or that of its member Academies.
- Defamatory, offensive or derogatory comments regarding the Trust, its Academies or any of the pupils/parent/staff, at the school on Facebook or other social sites. (See Appendix 1).
- The use of physical or verbal aggression towards another adult or child. This includes physical punishment against your own child on Trust premises.
- Approaching someone else's 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).
- Remaining on school premises or in school reception for an unreasonable time after a visit or after being asked to leave.
- Sending abusive or threatening emails, text/voicemail/phone messages or other written communication. This includes issues which consume an inordinate amount of staff time.

- Smoking, vaping, taking illegal drugs or the consumption of alcohol on Trust premises. (Alcohol may only be consumed during authorised events).
- Dogs being brought on to Trust premises (other than guide dogs).

The following behaviours will not be tolerated:

5.3. Should any of the above occur on Trust premises (including external areas within the site boundary) the Trust may feel it is necessary to take action by contacting the appropriate authorities and/or sadly, consider banning the offending adult from entering Trust property.

Thank you for abiding by this policy across our Trust and family of Academies. We want you and your child to enjoy the best possible educational experience they can. Being aware of our school's expectations will help you to do that.

We expect all parents to follow the expected behaviour and requests set out in this document. If any parent or carer behaves in a way which contradicts this code of conduct, we will address the problem at the earliest opportunity and aim to resolve the issue.

Persistent concerns or breaches may result in banning the offending adult from entering school grounds. This is something we do not want to do but the welfare and safety of children and adults on our school site is paramount.

Appendix 1

Inappropriate Use of Social Networking Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents or pupils. The Department for Education/Government, One Excellence Board of Directors and Local Advisory Board Committees of our Academies consider the use of social media websites being used in this way as unacceptable.

Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff at the school should not be aired on social media:

Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, the Head teacher or the Chair of Local Advisory Board, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated in a One Excellence School is found to be posting libellous or defamatory comments on any social network site, 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 school will also expect that any parent/carer or pupil removes such comments/ material immediately.

In serious cases the school 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 school bullying. Thankfully such incidents are extremely rare.

We would expect that parents would make all persons responsible for collecting children aware of this policy.

Libellous or Defamatory posts

In the event that any pupil or parent/carer of a child/children at a One Excellence 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 school will also expect that any parent/carer or pupil removes such comments immediately.

Cyber Bullying

We take very seriously the use of cyber bullying 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 bullying. The Trust will also consider its legal options to deal with any such misuse on social network