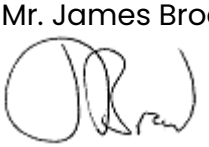
ACRE
Schools Federation

Parent Code of Conduct

Date Reviewed	22nd October 2026	**Review Date**	Autumn 2028
Signature of Chairs of Governors	Mr. John Knight and Ms. Hannah Sheehan 		
Signature of Executive Headteacher	Mr. James Broad 		

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NB: Throughout this policy, headteacher refers to the executive headteacher or, in his/her absence or responsibilities have been delegated or assigned, the head of school.

Statement of intent

Acre Schools Federation is dedicated to ensuring that all pupils achieve their potential and will work in partnership with parents and other stakeholders to achieve this aim. The School also has a duty of care to both staff and pupils to ensure their safety and wellbeing. The School will not tolerate parent behaviour that is unacceptable and has a detrimental effect on the good order and safety of the School. This policy outlines the behaviours that are unacceptable and what sanctions are available to deal with such behaviour.

Throughout this document, the term ‘parent’ refers to any biological parent, legal guardian, carer, or individual holding legal parental responsibility for a registered pupil. The behavioural expectations set out in this policy apply universally to:

- All Parents, Carers, and Family Members: Regardless of whether they are visiting the school site or communicating remotely.
- Visitors and Community Members: Any guest, contractor, or other member of the public on school premises or attending school activities

Parents in Voluntary Roles: Including parent governors, Parent-Teacher Association (PTA) members, classroom volunteers, and parents volunteering on school trips. Acting in a voluntary capacity does not exempt an individual from this policy.

1. Legal framework

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

- Education Act 1996
- Education Act 2011
- Children Act 2004
- Protection from Harassment Act 1997
- Data Protection Act 2018 and UK GDPR
- DfE 'Keeping children safe in education'
- DfE "Controlling Access to School Premises"
- DfE "School and College Security Guidance"

This policy operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Data Protection Policy
- Health and Safety Policy
- Acceptable Use Policy
- Child Protection and Safeguarding Policy
- Allegations of Abuse Against Staff Policy
- Whistleblowing Policy

2. Scope and Application

This policy covers unacceptable behaviour which is committed by a parent across all operational contexts, including but not limited to:

- **School Grounds & Buildings:** All physical areas within the school site, including classrooms, administrative offices and playgrounds.
- **Telephone & Virtual Contact**: All telephone conversations, voicemails and virtual meetings with school staff or governors.
- **Written & Electronic Communication:** All postal correspondence, direct emails, text messages, and digital communications submitted through school platforms (e.g., Arbor).
- **Digital & Social Media Platforms**: Public and private electronic media, including social networking sites, community forums, websites, and instant messaging groups referencing the school or its staff.
- **External & Community Settings**: Offsite educational visits, sports fixtures, community events, or any other setting where, in the reasonable opinion of the headteacher or governing body, parental conduct impacts the school's reputation or duty of care.

3. Expectations and Positive Behavioural Guidelines

We expect parents, carers, and visitors to demonstrate high standards of conduct at all times, acting as positive role models for pupils. All adults entering the school community agree to:

- Reflect the school ethos: Support and exemplify the school's core values through constructive interactions with staff, pupils, and other parents.

- Treat all members of the school community with dignity and respect: Interact respectfully with all members of staff, governors, pupils, and fellow visitors, avoiding raised voices or confrontational language.
- Collaborate to resolve concerns: Work alongside teachers and school leaders in a spirit of mutual trust to resolve queries or misunderstandings peacefully.
- Clarify events constructively: Seek clarification regarding their child's version of events from school staff to reach a balanced, objective solution.
- Promote pupil discipline: Guide and correct their child's behaviour appropriately when on school grounds, particularly where safety or peer conflict is concerned.
- Parental Dress Code: Parents are expected to dress appropriately when visiting the school premises, attending school events, or conducting drop-offs and pick-ups. Appearance should reflect positive role modelling for pupils; specifically, parents are NOT permitted to wear nightwear (e.g., pyjamas or dressing gowns) on school grounds.

Out-of-Hours Pupil Supervision: Parents retain full legal responsibility for supervising their children on school premises outside normal operational hours (e.g., before gates open, after dismissal, or during community events).

Parents are required to act in accordance with all relevant school policies and procedures at all times.

Parents can request copies of all policies and procedures from the school office.

4. Communication with the School

Effective communication between home and school is vital to pupil attainment and wellbeing. Multiple structured channels are available to facilitate open dialogue while safeguarding staff workload and welfare.

General communication

We prioritise open, face to face dialogue. Class teachers are accessible briefly before and after school, and senior leadership team members are present on the playgrounds every morning. In addition, we also have a schedule of information evenings, workshops, coffee mornings, celebration events and parent/carer consultation days. The dates of all planned events are shared with parents in advance via the school website, letters home and flyers.

We also operate a range of other communication strategies to ensure clear, open dialogue between parents and school. Information about forthcoming events, newsletters, educational visits, the school newsletter and diary dates are sent home electronically by Arbor. Newsletters are posted onto the school website.

Contacting a member of staff

Often, when parents have specific queries, these can be dealt with by their child's teacher or the school office and they should be the first port of call as they will be able to answer most questions.

Any matters that need to be discussed in more detail may require a meeting, in which case you are invited to call into the school office to make an appointment or telephone/email:

Clapham Manor	Sudbourne
Telephone: 020 7622 3919 Email: admin@cmps.acreschools.org	Telephone: 020 7274 7631 Email: admin@sps.acreschools.org

Email culture

The Federation is committed to safeguarding staff mental health and maintaining reasonable workload boundaries. As part of this commitment, please understand that the majority of our staff are not office-based. During the school day, our teachers and leaders are actively engaged in classrooms, working directly with children, and managing the dynamic operations of the school. Consequently, they are rarely in a position to check or respond to emails immediately. Furthermore, please be aware that staff are not expected to monitor or respond to emails during personal hours, weekends, or school holidays. Routine emails will generally be answered **within three working days**, with allowances made for part-time staff schedules. Any urgent matters must be communicated directly via telephone or in person at the school office.

Complaints

Where routine channels of communication have been exhausted and a concern or issue remains unresolved, parents retain the right to formally escalate the matter in accordance with the school's Complaints Procedures Policy.

5. Unacceptable and Prohibited Conduct

To ensure clarity across our entire school community, the Federation maintains a clear policy regarding unacceptable behaviours. The following list provides illustrative examples of prohibited conduct; it is not exhaustive and the headteacher or governing body reserves the right to determine whether conduct is unacceptable:

Unacceptable conduct

Unacceptable conduct includes:

- Verbal or written threats of violence or harm
- Swearing or the use of other abusive, offensive or threatening language
- Intimidation, coercion or humiliation
- Aggressive or disruptive behaviour
- Harassment, bullying or causing distress
- Entering the school without permission or a scheduled appointment
- Physical violence, including damage to property or injury to individuals
- Discriminatory conduct or use of discriminatory language (sexist, racist, ableist, other)
- Frequent, unwarranted and/or unnecessary correspondence which is hindering the proper running of the School
- Making deliberately false, malicious or vexatious accusations
- Consumption of alcohol (unless alcohol has been allowed at a specific event) or use of illegal drugs on the School's premises, or accessing the School's premises whilst intoxicated
- Arriving on the school premises partially clothed
- Smoking or vaping on the school premises
- Taking photographs or videos on the school premises without permission from the school
- Posting images of any staff members or pupils without their prior consent

- Any behaviour that violates the law or school policies
- Incitement of others to do any of the above

STRICT POLICY ON PUPIL CONFLICTS: Parents and carers **MUST NOT** approach another child or parent on school premises or in the vicinity of the school to reprimand, discuss, or resolve peer conflicts. Parents must allow school staff to investigate and manage all pupil-related issues. Approaching other children or parents directly creates severe safeguarding risks and will be treated as a major breach of this policy.

This is not an exhaustive list but seeks to provide illustrations of such conduct. It will ultimately be for the School to determine whether conduct is deemed to be unacceptable.

Any form of communication that threatens the safety or well-being of school staff, other parents, pupils or any other member of our school community will be taken seriously and addressed immediately, with the goal of protecting the safety and well-being of all members of the school community.

Covert recordings

Unless explicitly agreed in writing, the School does not consent to parents making audio or video recordings of any member of staff, governor or school volunteer, including during in-person meetings, remote/virtual meetings or telephone conversations. Making covert recordings without the consent of members of staff is regarded as a breach of the relationship of mutual trust and confidence between the parent and the school.

If a parent is found to be recording a discussion, all members of staff have the right to terminate the meeting or telephone call on discovery.

A parent that records a member of staff, governor or school volunteer without consent may be issued with a restricted communication plan.

If a parent is found to have recorded any audio or video footage on the school site without consent of any individual, this may result in the parent being immediately banned from the School's premises and the involvement of external agencies.

Inappropriate use of social media

The School encourages parents to approach staff with concerns and to make use of the School's Complaints Procedure to escalate matters where necessary. We urge parents to refrain from expressing concerns about the School or its staff on social media sites. Expressing concerns on social media may damage the reputation of the School and the integrity of its staff may be unnecessarily called into question. Negative comments posted on social media can cause upset and is often counter-productive to the overall aim of educating pupils. Furthermore, comments made about individual members of staff may be considered defamatory or amount to cyber-bullying.

It is a criminal offence to publish information which would likely lead to the identification of a teacher who is subject to an allegation of misconduct until such time as they are charged with an offence or the Secretary of State for Education publishes information about the teacher in connection with a disciplinary case (Education Act 2011). All members of the community need to be aware of the importance of not publishing named allegations against teachers online as this can lead to prosecution and a fine.

Should the School become aware that a parent is using social media to target the School or its staff, it may:

- Report the post(s) to the relevant social networking site
- Contact the parent or social media page owner to require the post to be edited or removed
- Issue the parent with a restricted communication plan
- where appropriate, inform the police or other relevant agencies.

Vexatious and Persistent Correspondence

The school is committed to open communication, but recognises that managing unreasonable or vexatious correspondence can divert resources from educating pupils. Correspondence may be deemed unreasonable, persistent, or vexatious if it:

- Is excessively frequent, repetitive, or unnecessarily lengthy regarding the same issue.
- Revisits previously addressed or closed complaints without presenting significant new information.
- Adopts an obsessive, demanding, or harassing tone toward staff.
- Imposes unrealistic demands or deadlines on school staff.

Where correspondence meets these criteria, the headteacher or governing body reserves the right to classify it as vexatious and apply management measures, such as a Restricted Communication Plan or closing correspondence on the specific matter.

6. Procedures for Managing Inappropriate Behaviour

When parental conduct breaches this policy, the Federation will apply a structured, proportionate management procedure. While sanctions are detailed sequentially below, the headteacher or chair of governors reserves the right to initiate action at any stage depending on the severity of the incident.

Stage 1: Verbal warning

A parent who displays any of the behaviour as described above will be asked to desist and offered the opportunity to discuss the matter in person.

Stage 2: Mediation meeting

Where appropriate, the parent may be asked to meet with the Headteacher (or a person authorised by them) to discuss the matter in person.

Stage 3: Formal written warning(s)

A formal written warning will be sent to the parent by email or letter to their home address. This letter will be signed by the Headteacher or Chair of Governors and circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. This letter will be retained for a period of twelve months and then destroyed in line with the School's Records Management Policy. Where appropriate, more than one formal written warning letter may be issued.

Stage 4: Legal sanctions

If a parent commits serious or repeated breaches of the expected standard of behaviour as set out in this policy, then the School may consider implementing one or more of the sanctions listed below.

Restricted communication plan: The parent may be issued with a communication plan. This will restrict the manner in which the parent can communicate with the School. This may include:

- Requiring contact in a particular form (e.g. in writing only)
- Limiting contact to one member of staff or a specific email address
- Restricting telephone calls to specified days and times
- Restricting communication to in writing only

Ban from the School premises: A parent's common licence to access the School's premises can be removed or restricted for a specified period. In such circumstances, parents may need to make alternative arrangements for bringing their child into school. Any entry onto the site in contravention of such a ban and where a nuisance is caused would be a criminal offence under section 547 of the Education Act 1996. Any parent in breach of the ban will be removed from the premises by the police or an authorised member of staff.

Immediate and emergency interventions

Where behavior involves immediate threats to safety, physical assault, property damage, or severe disturbance, the school reserves the right to:

- **Police Involvement:** Immediately call the Metropolitan Police to assist in removing the individual from school grounds or investigating criminal offenses.
- **Safeguarding & Social Care Referrals:** Refer the matter to Children's Social Care or local safeguarding partners where parental behavior indicates a risk to children.
- **Legal Injunctions:** Instruct the Federation legal team to obtain court injunctions under the Protection from Harassment Act 1997.

7. Records

A record will be kept of any correspondence, action or decisions for a period of at least twelve months after which they will be securely destroyed in line with the School's Records Management Policy. Correspondence, statements and records relating to individual matters will remain strictly confidential except where:

- Access is requested by the Secretary of State
- Disclosure is required in the course of a School inspection
- An individual has a legal right to access their own personal data contained within such documentation
- Under other legal authority

8. Monitoring and review

The Headteacher will report to staff from time to time and to the Governing Body annually, or earlier if the Chair of Governors so determines, on the number and type of incidents involving unacceptable behaviour displayed by parents, how these matters were handled and their outcomes.

This policy will be reviewed on an annual basis by the headteacher and governing board every two years or as required. Any revisions will be shared with parents and carers accordingly.