

Aspire Academy Trust Parent Code of Conduct

(updated May 2023)

Introduction

Across the Aspire Academy Trust we are proud and fortunate to have a dedicated and supportive community. In our trust and schools, parents/carers, staff, trustees, hub councillors and volunteers recognise that the education of our children is a partnership process between all.

As a partnership we are aware of the importance of good working relationships and recognise the importance of equipping our children with the skills necessary for adulthood. We welcome and encourage parents and carers to participate fully in the life of our schools.

Our mission states 'By working together and inspiring excellence, we enable our children to excel both academically and in character. Our mission statement is a declaration of the reason for our very existence, our core purpose. It brings clarity and meaning to the trust's overall strategy, which in turn provides the purpose and direction for all staff. To achieve this mission, our expectation is to build, balance and bring harmony to working relationships with our parents/carers and stakeholders.

The purpose of this document is to remind all parents, carers and visitors to our school of the expectations around conduct. This way we can continue to flourish and progress to achieve, in an atmosphere of mutual understanding, supporting trust values.

We understand that on occasion everyday frustrations can cause misunderstandings and have a negative impact on our working relationships. Where this happens, this document outlines our commitment to resolving difficulties in a constructive manner, through open positive dialogue.

Aims

This document aims to clarify the accepted behavioural expectations, types of behaviour that will not be tolerated and sets out the actions the schools can take should misunderstandings occur.

Expectations

We expect parents, carers and visitors to:

- Respect and model the caring ethos of our trust/school whenever on trust/school premises or when communicating directly with the school
- Understand that school staff and parents need to work together for the benefit of all



- Demonstrate that all members of the school community should be treated with tolerance and respect and therefore set a good example in their own speech, conduct and behaviour
- Seek to clarify a child's version of events with the school's view to bring about a peaceful solution to any issue
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour, or unsafe behaviour
- Approach the right member of school staff to help resolve any issues or concerns

Behaviour that is not acceptable:

- Disruptive or inappropriate behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises
- Breach of school security or safeguarding procedures
- Using loud or offensive language or displaying temper
- Threatening in any way, a member of staff, visitor, fellow parent/carer, or pupil
- Sending abusive or threatening emails, text messages or leaving abusive or threatening voicemail messages on school communication systems
- Defamatory, offensive, threatening, or derogatory comments regarding the school or any of the pupils/parents/staff/Trustees or Hub Councillors at the school on Facebook, Twitter, WhatsApp, or other social media platforms
- Physical, verbal, or written aggression towards another adult or child
- Approaching someone else's child to discuss or chastise them for any reason. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking, taking illegal drugs or the consumption of alcohol on school premises
- Dogs being brought on to the school premises (other than guide dogs)
- Breaching GDPR (General Data Protection Regulation) for staff and pupils without required consent

[What happens if someone ignores or breaks the code](#)

In the first instance a meeting with the parent/carer and the teacher/Head of School or Strategic Partner will be called to discuss any issues and/or breaches of the code of conduct to look to resolve the situation.

If the parent/carer refuses to attend the meeting, then the school will write to the parent/carer and ask them to desist in their behaviour and warn that if they do not, they may be banned from the school premises. If the behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

A ban in the first instance would be applied until the end of the half-term. A ban will be implemented by a member of the Trust Senior Leadership Team. Any imposed ban is entitled to a representation being made. Any representations are considered by the Hub Council.

In cases where evidence suggests that behaviour would be tantamount to libel or slander then the trust/school will refer the matter to their legal team for further action.



Note: (1) a ban from the school can be introduced without having to go through all the steps offered above in more serious cases. (2) Site bans will normally be limited in the first instance.

Social Media Usage

Trust/school social media accounts provide a platform for celebration and providing news and information for parents/carers. They are not a platform for discussion, queries and to voice complaints or concerns.

The trust has an Aspire Social Media Policy which details how social media is used across our schools, and outlines staff and parent/carer expectations with regards to the appropriate use of private accounts. Inappropriate use of social media by a parent to publicly humiliate, criticise or fuel complaints/grievances against another parent, pupil, member of staff or school, is taken extremely seriously.

If parents/carers have a complaint or concern, they should:

- Contact the class teacher
- If the concern remains, they should contact the Head of School
- If concern is still unresolved, the Aspire Complaints Procedure should be followed

Online activity on personal or school accounts which we consider inappropriate:

- Identifying or posting school images/videos of pupils, other than your own child(ren)
- Posting abusive comments of a personal nature about staff, other pupils, or other parents
- Using foul and abusive language in a post directed towards another pupil/parent/member of staff/school
- Posting defamatory or libellous comments about another parent/child/member of staff/school
- Using social media to publicly challenge school policies and procedures
- Using social media to persistently harass another pupil/parent/member of staff/school

The Aspire Academy Trust acknowledges the existence of private social media parent groups, managed by parents for parents e.g., WhatsApp class groups. These can provide a reliable source of knowledge, support, and advice but if a parent/carer wishes to participate, appropriate online behaviour, as outlined in the Parent Code of Conduct, must always be exhibited.

Safeguarding

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately, following all relevant safeguarding policies and procedures and in line with the actions outlined above.

Concerns or Complaints





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

This code of conduct does not prevent parent/carers from raising a legitimate concern or complaint. In most cases we hope that all complaints and concerns can be resolved through open dialogue with class teachers or other members of staff as appropriate.

Where you are not satisfied with the responses received, we would ask that you then follow the Aspire Complaints Procedure. This is available on the school/trust website under Governance/Policies.

Thank you for abiding by this code of conduct.

By working together, we create a positive and aspirational environment for our children,
our parents, our staff, and our school.

Review Date: - January 2025

