St Aldhelm's Academy
The best in everyone™
Part of United Learning

Parent and Carer Code of Conduct Policy.

Contents

1. Introduction 3
2. Legal framework 3
3. Expectations 3
4. Inappropriate behaviour 4
5. Breaching the code of conduct 5
6. Barring from the school premises 6
7. Barring appeals 7
8. Monitoring and review 7

1. Introduction

1.1. Statement of Intent

1.1.1. At St Aldhelm's Academy, 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.

1.1.2. To create a welcoming and safe learning environment, the Academy implements a specifically designed set of rules regarding behaviour and conduct for all members of our community. This includes staff (Staff Code of Conduct), pupils (Behaviour Policy) and parents/carers, through the Parent and Carer Code of Conduct.

1.1.3. This code of conduct aims to help the Academy work together with parents by setting guidelines on appropriate behaviour on school premises, as well as explaining the procedure for dealing with instances where this does not happen.

1.1.4. We will use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

1.1.5. We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue.

1.1.6. This Code of Conduct, which is an unsigned agreement between the parent and the Academy, complements our Complaints Policy which is designed to handle parental concerns or complaints in a sensitive and mutually supportive manner (our Complaints Policy is available on the Trust website).

1.2. Audience

This policy is intended for use by all parents/carers of pupils of Authentic Education

1.3. Revision History

Issue	Date	Author	Changes
V0.02	16/10/2026	Laura Peach	Update to new template and change to United Learning.

2. Legal framework

2.1. 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'

2.2. This document operates in conjunction with the following school policies:

- Complaints Policy
- Safeguarding and Child Protection Policy

3. Expectations

3.1. We expect parents, carers and other visitors to:

- Support and reflect the academy'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 staff members, pupils, volunteers, other parents and any other members of the academy community with dignity and respect.
- Where appropriate, clarify their child's version of events with the academy to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, particularly on academy grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the academy's property and environment by keeping it clean and tidy.
- Park safely and considerately when dropping off and collecting pupils.
- Dress in an appropriate manner when on the academy premises and attending school events and ensure their dress and appearance reflects that they are role models for pupils.
- Seek a peaceful solution at all times.

4. Inappropriate behaviour

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

4.2. Behaviour that the academy does 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 academy community, including pupils, staff, volunteers 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 academy community
- Trespassing on academy property without prior permission or implied licence
- Causing intentional damage to academy property
- Breaching the academy's security procedures
- Using physical violence on the academy premises or on a member of the academy 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 or the school, including on social media
- Requesting to 'follow' or 'friend' academy staff on social media
- Psychologically harassing any member of the academy 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 academy'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 academy community in any way
- Arriving on the academy premises partially clothed
- Smoking on the academy premises
- Taking illegal or harmful drugs while on the academy premises
- Drinking alcohol on the academy premises, unless it has been authorised and supplied by the academy
- Taking photographs or videos on the academy premises without permission from the academy
- Driving unsafely within the vicinity of the school

5. Breaching the code of conduct

5.1. If the academy suspects, or becomes aware, that a parent has breached the code of conduct, the academy will gather information from those involved and speak to the parent about the incident. This could be via a telephone call or the parent may be invited to attend a meeting.

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

5.3. Where the initial telephone call or meeting is not sufficient to resolve the issue, the Principal or a member of the Senior Leadership Team, in collaboration with other relevant staff and agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the parent from the academy premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent's channels of communication to the academy, 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

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

5.5. The academy 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.

5.6. If a parent has previously been 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.

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

5.8. Please note that where parents are concerned about another parent's behaviour or conduct, this should be discussed directly with their child's class teacher or a member of the Senior Leadership Team. Parents must not approach the other parent themselves.

6. Barring from the school premises

6.1. The academy has the right to bar a parent from the premises to keep the academy community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the 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, as outlined in the 'Inappropriate behaviour' section of this code of conduct.

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

6.3. Each decision to bar an individual, both permanently and temporarily, will be considered on a case-by-case basis. The academy will consider the following when making decisions:

- Whether the individual has caused, or intended to cause, harm towards a member of staff or pupil
- Whether the individual's actions could have put someone else in danger
- Whether the individual has caused concerns on prior occasions
- Their relationship to the academy
- The individual's attitude and whether they show remorse for the actions leading to the academy deciding to consider barring them
- Whether staff members and/or pupils have felt threatened by the individual
- Advice from the LA and Director of School Improvement regarding the individual's actions and whether barring is justified

6.4. The academy will either:

- Bar the parent immediately, on a temporary basis, 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 before the ban is put in place.

6.5. The Principal or a member of the Senior Leadership Team will send a letter to the parent, informing them of the following information:

- Why they have been temporarily barred or face a bar, i.e. how they have breached the Parent Code of Conduct
- 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.
- Invite them to express their views, either via a meeting, telephone call or in writing (where it is not considered safe or appropriate to hold a meeting).
- After the individual's side has been heard, the Principal will decide whether to continue with barring them. This decision will be reviewed within a reasonable time frame and decided by the academy.

6.6. The outcome of the barring decision will be formally confirmed in writing. Parents will be informed that they have the right to formally express their views on the decision to bar in by appealing in writing to the Director of School Improvement within 10 school days

7. Barring appeals

7.1. Individuals who have been barred will be given the opportunity to appeal the decision to bar.

7.2. The Principal's decision to bar the parent will be reviewed by the Director of School Improvement.

7.3. The Director of School Improvement will take account of any representations made by the parent and decide whether to confirm or lift the bar.

7.4. 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

7.5. If the decision is overturned, the parent will also be notified in writing.

7.6. 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.

7.7. Once the appeal process has been completed, parents who 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.

7.8. Any complaints regarding the procedure followed for barring decisions will be managed in accordance with the school's Complaints Policy.

8. Monitoring and review

8.1. This document will be reviewed on a three-yearly basis and any changes made will be communicated to all parents and staff at the academy.

8.2. All parents will be provided with a link to this code of conduct upon their child's attendance at the academy and it may be shared again periodically. Parents are asked to familiarise themselves with the procedures and guidelines outlined.

8.3. We trust that parents, carers and visitors will assist our academy in the implementation of this policy and we thank you for your continued support. We ask that parents and carers ensure they make all persons responsible for collecting their children aware of this policy.