



Parent / Carer and Visitor Code of Conduct

Version:	1.0	
Policy Owner / Author:	Executive Director of Education	Date: January 2025
Review period:	Every 3 years (or earlier if new guidance or legislation issued and/or business need for earlier review identified)	
Next review due by:	January 2028	

Version Control

Current version	Previous version	Summary of key change(s)
1.0	NA	Introduction of a Trust wide policy.

1. Introduction

We are very fortunate to have a committed and supportive community where staff, trustees and parents /carers recognise that the education of our children and young people is a partnership

between all of us. Accordingly, we welcome the full participation of our parents/ carers in the life of our academies. We endeavour to maintain positive relationships with parents / carers and visitors. We are committed to resolving difficulties in a constructive manner through open, positive communication.

Our Trust values and ethos require that all members of our school community can expect to be treated with respect and kindness. Gosforth Group further has a duty of care to its employees, workers, contractors and volunteers to protect them from behaviour which is rude, intimidating, abusive, aggressive or threatening.

This Code of Conduct does not prevent parents/carers or visitors raising legitimate concerns or complaints. Concerns and complaints can be resolved through constructive, open dialogue with members of staff, utilising our [Complaints Policy](#) as appropriate.

We trust that parents / carers and visitors will assist our academies with the implementation of this policy and we thank you for your continuing support of our academies.

2. Purpose

This code of conduct is intended to ensure that we share a common expectation and understanding in relation to the behaviour of parents / carers and visitors.

3. Our expectations of Parents / Carers / Visitors

We expect parents /carers and other visitors to:

- Respect the inclusive, caring values and ethos of our academies
- Understand that the values and ethos of the academy, encompass relationships with staff, volunteers and all members of the school community
- Demonstrate that all members of the school community are to be treated with respect and dignity
- Respect, support and cooperate with, the trust/academies policies, processes and procedures
- Recognise that staff are endeavouring to act in the best interests of the child/ren or young person(s)
- Approach the trust/academy in a proportionate and measured way to resolve any issues of specific concern
- Recognise that staff have many competing duties during a typical day which may mean that they are not immediately available, for example, staff should not be expected to respond to a query within an unrealistic time-frame e.g., staff may not be able to respond on the same day
- Understand that requests for meetings without an appointment, or for an unspecified reason, cannot be accommodated and time is allowed for staff to look into and respond to a query/issue rather than seeking a meeting in the first instance
- Respond calmly when any incident is reported by a child or young person and contact us to clarify what has happened, so that issues can be resolved swiftly and positively
- Use our Complaints Policy appropriately

We are obliged to secure a safe and calm school environment, and to support the well-being of all members of our school community. We will not accept, and will not tolerate any of the following behaviours towards any child / young person, staff or member of our school community (this list is not exhaustive):

- Disruptive behaviour which interferes with, or threatens to interfere with, the normal business of the trust/academy (including events on the academy grounds and sports team matches)
- Violence or the threat of violence
- Displaying a temper, or shouting or raising of the voice
- Use of physical punishment against your child while on trust/academy premises
- Any abusive or aggressive behaviour or communications (including via text, email or social media)
- Physical intimidation e.g. standing close, blocking an exit
- Physical contact
- Swearing or using offensive language
- Spitting
- Language or actions which breach our commitment to Equality and Diversity, for example, derogatory or discriminatory language
- Behaviour which causes a person to feel uncomfortable or bullied
- Threats of non-violent action designed to intimidate
- Harassment, including sexual or related to a protected characteristic
- Defamatory, offensive or derogatory comments (direct or implied) about any member of the school community, including unfounded and/or blanket comments about the professional competency or motivation, of staff
- Damaging of trust/academy property
- Approaching someone else's child / young person or an adult in order to chastise them because of their actions 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)
- Smoking, vaping or consuming/possessing drugs or alcohol whilst on trust/academy property
- Bringing animals onto trust premises (other than assistance dogs)

This applies to personal interaction and also all telephone, email, text, letter and social media communications.

4. Online Safety and Social Media Conduct

Our trust/academies expects parents/carers and visitors to behave in a civilised nature online and will not tolerate any of the following online behaviour (social media includes but is not limited to Facebook, Messenger, Instagram, WhatsApp, TikTok, Snapchat, X):

- Posting defamatory content about any member of the school community, including parents, pupils, the trust, the academy and our employees
- Complaining about the trust/academy's values and methods on social media
- Posting content containing confidential information regarding the trust/academy or any members of its community, e.g. a complaint outcome

- Contacting our employees, workers, contractors and volunteers through social media, including requesting to 'follow' or 'friend' them, or sending them private messages through non trust/academy accounts
- Creating or joining private social media groups or chats that victimise or harass any member of the school community
- Posting images of any member of the school community without their prior consent, especially children/young people.

The academy will expect that any parent/carer or visitor removes any inappropriate posts immediately.

5. Breaching the Code of Conduct

If the trust or academy suspects, or becomes aware, that a parent/carer or visitor has breached the code of conduct, the trust/academy will gather information from those involved and speak to the parent/carer/visitor about the incident where appropriate. Depending on the nature of the incident, the trust/academy may then:

- Report inappropriate behaviour to the social media site
- Issue a letter from the trust/academy requesting that the behaviour ceases
- Send an invitation to attend a meeting to discuss and address the behaviour
- Inform our external Safeguarding partner who may intervene or act as a mediator
- Impose restrictions on the trust's response to communications (any restrictions will be detailed in a letter to the parent(s) /carer(s) or visitor(s) concerned)
- Place a ban on entering trust/academy premises (usually for a limited period in the first instance)
- Deem complaints/communications as being vexatious
- Pass on information to the police
- Call the police to remove people from the trust/academy premises
- Take legal or local authority advice/action.

The trust/academy will always respond to an incident in a proportional way.