



Hull Collaborative Academy Trust

Parent and Visitors Code of Conduct

Date issued: June 2022
Ratified by the Trust Board:
Review Date: May 2025

Other related academy policies that support this Policy include: complaints policy, staff code of conduct, Anti-Bullying, Child Protection, Data Protection.

Hull Collaborative Academy Trust (HCAT) Ethos

HCAT's strapline is 'Children First'. This is central to the organisation's vision, ethos and culture and informs every decision we make. We are fully committed to ensuring pupils within the trust receive the highest quality education and acquire the necessary skills and characteristics to enable them to be happy and successful in life. We do not discriminate against any child or adult on the grounds of race, disability, gender, age, gender reassignment, pregnancy, maternity, religion or belief, sex, or sexual orientation. We embrace the individuality of all our community members and comply fully with the Equality Act 2010.

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1. Purpose and scope

At Hull Collaborative Academy Trust, we believe it is important to:

- Work in partnership with parents and carers to best support our 'children first' philosophy and builds community; both within school and as part of the wider HCAT Family.
- Create a safe, respectful, and inclusive environment for pupils, staff and parents and work in a respectful manner which is underpinned by our restorative ethos.
- Model appropriate behaviour, which sets an example to the children.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

This code of conduct aims to help the school, work together with parents and visitors by setting guidelines on appropriate behaviour.

We 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)

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school and organisation.
- Work together with staff in the best interests of our pupils.
- Treat all members of the school community with respect – setting a good example with speech, general communication, and behaviour.
- Seek a peaceful solution to all issues.
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct.
- Approach the best placed member of school staff to help resolve any issues of concern.
- Abide by and respect school policies.
- Prioritise health and safety requirements including giving Covid-19 secure protocols full support.

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches).
- Swearing, or using offensive language or behaviour.

- Displaying a temper, or shouting at members of staff, pupils, or other parents.
- Threatening another member of the school community.
- Sending abusive messages to another member of the school community, including via text, email or social media.
- Sending inappropriate messages to another member of the school community, including via text, email or social media.
- Posting defamatory, offensive, or derogatory comments about the school, its staff or any member (including Facebook) of its community, on social media platforms.
- Any aggressive behaviour (including verbally or in writing) towards another child or adult.
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.
- Smoking or drinking alcohol whilst on the school premises.
- Possessing or taking drugs (including legal highs) or carrying any item that could potentially cause harm to others.
- Bringing dogs onto the school premises (other than guide dogs).

4. Breaching the code of conduct

If a school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent and any witnesses about the incident. **In all cases the CEO of the Trust, or person with appropriate seniority, will be informed of any incident which may potentially breached the code of conduct to enable the school to make an appropriate decision about what action needs to be taken.** All decisions will be taken to ensure the safety and well-being of staff, children, and other parents. This may include:

- Inviting the parent into school to meet with a senior member of the Trust or school leadership team to work to resolve the situation in a restorative manner.
- Contacting the appropriate authorities (in cases of criminal behaviour or safeguarding)
- Seek advice from our legal team or other appropriate representative regarding further action (in cases of conduct that may be libellous or slanderous or involve data protection)
- Send a written warning letter.
- Ban the parent from the school site.
- Block or withdraw electronic communication.

The school will always respond to an incident in a proportional way and strive to maintain positive relationships with parents and carers.