



**Excalibur Academies Trust**  
**Parental Code of Conduct**

Date of approval:	September 2023
Approved by	Core Executive Team
Review date	September 2025



We appreciate that the parents and wider community of St John's Marlborough are committed and engaged and recognize that we must work together to support the education of the children in our care. We wish to ensure that this relationship is always supportive, fair, kind and mutually respectful.

Our school values are:



This code of conduct sets out the expectations we have of our parents/families to ensure that we can work together as a community which holds our school values at its core.

## **I. Aim**

Our aim is to ensure that all parents and carers understand our expectations and sets out the types of behaviour which will not be tolerated. The code also sets out the actions the school can take should this be disregarded or breached. We aim to ensure that all interactions and communications uphold our school values and where they do not, to ensure that there is a means to resolve issues or take action to protect individuals.

## **2. Our expectations of parents and carers**

We expect parents, carers and other visitors to:

- Respect the values of our school and support us to uphold them at all times
- Work together with staff in the best interests of our students
- Treat all members of the school community with respect
- Seek a peaceful and respectful 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 staff members to help resolve any issues or concern
- Follow our processes for reporting issues or raising a concern or complaint to allow the school to work with you to find a resolution
- Drive and park considerately in the vicinity of the school and respect our neighbours and their property
- Not use their mobile phones whilst in the school building/on the school site, (any exceptions to this will be in agreement with the school, for example permission to take photos at school events)
- Not share images which contain children other than their own on social media



### **3. Unacceptable Behaviour**

Examples of behaviour which will not be tolerated include:

- Threatening a member of the school community (including but not limited to another parent, a staff member, a governor, a child or a volunteer)
- Swearing or using offensive language
- Displaying excessive anger or shouting at others
- Sending abusive messages to another member of the school community, including via text, WhatsApp, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member 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 on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs
- Bringing dogs onto the school premises (other than service dogs such as guide dogs)
- Use of physical punishment against your child
- Disrupting or threatening to disrupt school operations including specific events (performances, sports fixtures etc)
- Damaging school property

### **4. Communications**

We expect that all written communication with the school should be respectful and polite.

Parents and carers should be considerate in the volume of their communications. In normal circumstances we would not expect a parent/carer to need to email/message/call the school or its staff multiple times a week.

The priority for our staff is their commitment to teach and support our students. Dealing with email impacts their ability to prioritise their commitment to teach and support children. Staff may not have the capacity to respond to every email that they receive. We ask parents/carers to carefully consider their email before sending it and to recognise that they may not always receive a response.

Under no circumstances does this prevent the parent/carer raising a concern with the school and this should be done through the appropriate process.

If a member of staff feels that a parent/carer is demanding unreasonable and excessive amounts of their time, then action may be taken against the parent/carer.



## 5. Breaching the Code of Conduct

If the 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 about the incident.

Depending on the nature of the incident or breach of the code of conduct, the school may then take one of the following actions:

- Have a conversation with the parent/carer to ensure they are clear about behaviour standards expected by the school and/or that they have breached the code of conduct
- Write to the parent/carer to warn them that they have breached the code of conduct
- Require the parent/carer to be accompanied to any meeting with a member of school staff by a member of the Senior Leadership Team
- Restrict contact by telephone to named members of staff
- Restrict written communications to named members of staff
- Restrict attendance at school events to those where the parent/carer will be accompanied by a member of the Senior Leadership Team
- Implement a tailored communications strategy which sets out how the parent/carer can communicate with the school
- Impose a time limited ban from entering the school grounds
- Impose a full ban on entering the site in line with Section 547 of the Education Act 1996

If any of these actions are implemented the parent/carer has the right to appeal. Appeals should be sent to [complaints@excalibur.org.uk](mailto:complaints@excalibur.org.uk)

Any parental complaint that arises from incidents of abusive behaviour will be dealt with under the [complaints policy](#).