Excalibur Academies Trust

Parent Code of Conduct

Version	Author	Created	Updated
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Revision	Date	Change	Origin of Change
Significant rewrite	March 2026	Summarised key expectations	
		Summarised unacceptable behaviour and updated to cover current issues	
		New section on workplace violence	
		Summarised communication section	
		New section on social media and Digital Communication	

Other Policies and Documents Associated

1. Summary of Excalibur Academies Trust Parental Code of Conduct

This policy sets out the expectations for parent and carer behaviour to ensure a supportive, respectful relationship between families and the school community. Our school values are: Ambition, Integrity and Respect.



2. Aim

Our aim is to ensure that all parents and carers understand our expectations and to set out the types of behaviour which will not be tolerated. This code also sets out the actions the school/academy can take should this be disregarded or breached.

3. Key Expectations of Parents and Carers

Parents and carers are expected to:

- Respect the school's values and support upholding them
- Work together with staff in the best interests of pupils
- Treat all members of the school community with respect
- Seek peaceful and respectful solutions to all issues
- Follow processes for reporting issues or raising concerns
- Not use mobile phones whilst in the school building/on site (unless agreed)
- Not film events including taking or sharing images containing other children on social media unless express permission is given
- Report any safeguarding concerns directly to the school Designated Safeguarding Lead (DSL)
- Drive and park considerately in the vicinity of the school and respect our neighbours and their property
- Support the school by attending parent's evenings, supporting learning at home, volunteering for school events and engaging with school communication constructively

4. Unacceptable Behaviour

Behaviour that will not be tolerated includes:

- Threatening any member of the school community
- Swearing or using offensive language
- Discriminatory language or behaviour towards any member of the school community
- Sending abusive messages (such as text, WhatsApp, email or social media)
- Posting defamatory, offensive or derogatory comments on social media or school-based systems about the school or individual school staff
- Any aggressive behaviour towards another child or adult, including shouting
- Disciplining another person's child
- Smoking, drinking alcohol (unless permitted), or taking drugs on premises
- Bringing dogs onto premises (except service dogs)
- Use of physical punishment against your child
- Disrupting or threatening to disrupt school operations
- Damaging school property
- Covertly recording members of the school community

5. Workplace Violence

Workplace violence is "any incident in which a person is abused, threatened or assaulted in circumstances relating to their work". This includes physical violence, verbal aggression, and threatening behaviour (including on social media, other online platforms or malicious damage to property).

If a member of staff experiences workplace violence action will be taken against the perpetrator which could include a ban from the school site and/or the police being called.

6. Communications

All written communication should be respectful and polite. Parents should be considerate in the volume of their communications - in normal circumstances, multiple emails/messages/calls per week is not expected.

Staff priority is teaching and supporting pupils. They may not have capacity to respond to every email. Parents should use the appropriate complaints process to raise concerns.

7. Social Media and Digital Communication

Parents and carers may communicate through a range of online platforms, including social media, messaging apps (such as WhatsApp), community forums, and school-linked systems such as Google Classroom, Seesaw, ClassDojo or similar services.

We ask that all online communication relating to the school community is respectful and responsible.

Parents and carers should:

- Avoid using social media or messaging platforms to discuss concerns about the school, staff, pupils or other families
- Raise concerns directly with the school so they can be addressed appropriately
- Avoid sharing unverified information, rumours or speculation
- Respect the privacy of pupils, families and staff, including by not naming individuals, sharing photographs, or discussing sensitive incidents online

Online platforms should not be used as forums for complaints about staff or discussion of individual pupils.

Posts or messages that are abusive, defamatory or constitute harassment may be reported to the relevant platform and may lead to further action where necessary to protect the school community, such as posts being taken down or use limited.

8. Breaching the Code of Conduct

If a parent breaches the code of conduct, the school/academy may take the following actions:

- Have a conversation with the parent about behaviour standards
- Write to warn them they have breached the code
- Require the parent to be accompanied to meetings by a member of SLT
- Restrict contact to named members of staff (telephone or written)
- Restrict attendance at school events
- Implement a tailored communications strategy
- Impose a time-limited ban from entering school grounds
- Impose a full ban on entering the site under Section 547 of the Education Act 1996

Parents have the right to appeal any of these actions by writing to the Clerk to the Governors, Verity Langfield, verity.langfield@excalibur.org