



WILLOW TREE Academy



THE LEAF CENTRE



PARENT / CARER CODE OF CONDUCT 2025/2026

Parent/Carer Code of Conduct

This Code of Conduct is an unsigned agreement between Parents, Carers, Visitors and Willow Tree Academy Schools and the staff within them.

Here at our school, we are very fortunate to have supportive and friendly parents/carers. Our parents/carers recognise that educating children is a process that involves a positive partnership between parents/carers, class teachers and the school community. As a partnership, we need to understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons, we continue to welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this Policy is to provide a reminder to all parents, carers and visitors to our school about their expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding, with children at the centre of everything we do.

We are committed to resolving issues in a constructive manner through an open and positive dialogue. We do understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. When there is a problem please ask to see your child's Teacher, a member of the Senior Leadership Team or the Headteacher. Where issues remain unresolved, please follow the school's complaints procedure. This can be requested from the office or found on the school website.

Guidance

As members of our school community, we expect parents/carers and visitors to:

- Respect the ethos of our school.
- Understand that both teachers and parents need to work together for the benefit of the children.
- Treat all other members of the school community with respect and therefore be positive role models.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school in an appropriate and timely manner to help resolve any issues of concern.
- Support the school with regards Home Learning and their child's well-being.
- Support the school's Positive Behaviour Policy
- Social Media can be fun, interesting and keeps us connected but it can also be misused. We ask that you use common sense when discussing school life online and **always think before you post.**
- We expect our parents, carers and visitors to keep our children safe by adhering to the school's request to park safely outside the school gates during drop off and collection times.

In order to ensure a peaceful and safe school environment, our school will not tolerate parents/carers or visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities on the school premises.
- Any behaviour on school premises deemed to be inappropriate by the Headteacher.
- Using loud or offensive language, swearing or displaying temper or aggression.
- Threatening behaviour towards a member of staff, pupil, visitor or another parent/carer.
- Damaging or destroying school property.

- Sending abusive or threatening emails, texts, voicemail or phone messages or any other written communications (including social media platforms) to anyone within the school community, **this includes parent to parent.**
- The posting of defamatory, offensive or derogatory comments regarding the school or any of the staff/parents/pupils/governors on **any** social networking site.
- The use of physical, verbal or written aggression towards another adult or pupil. This includes physical punishment/verbal aggression towards your child on school premises.
- Approaching another child with a view to chastise the child because of the actions of this child towards your child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences.)
- Smoking, taking illegal substances or consuming alcohol on school premises: this includes vaping.
- Being involved in behaviour linked to extremist groups that may cause offence to others within our school community
- Hate Crime: crimes that are targeted at a person because of hostility or prejudice towards disability, race or ethnicity, religion or belief, sexual orientation and transgender identity.
- Being under the influence of drugs on school premises.
- Cycling/scootering on school premises.
- Bringing dogs on school premises.(Other than guide dogs)

Should any of the above occur on school premises or in connection with the school, the school may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor of the school breaking this code then proportionate actions will be taken as follows(but not limited to):

In cases where the unacceptable behaviour is considered to be a serious and potentially a criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff or governor in the school, This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyberbullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the Local Authority Legal Team for further action. In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the school will send out a formal letter to the parent/carer with an invite to a meeting.

If the parent/carer refuses to attend the meeting then the school will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not they may be banned from the school premises. If after this, the behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

Note: (1) a ban from the school can be introduced without having to go through all the steps offered above in more serious cases.

(2) Site bans will normally be limited in the first instance.

Issues of conduct with the use of Social Media

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

The school has an X (formerly Twitter) account and/or Facebook page which allows parents to receive and respond to messages about school events. We encourage you to positively participate if you wish. Similarly, Class Dojo may be used to communicate with class teachers, however, should parents abuse these platforms, access will be removed. We ask that you adopt an adult manner and common sense approach when discussing school life online.

‘Think before you post’ We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children. We take very seriously the inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

If parents have any concerns about their child in relation to the school as stated above, they should:

- 1. Initially contact the class teacher**
- 2. If the concern remains they should contact the Headteacher**
- 3. If still unresolved, the school governors through the complaints procedure. The complaint must have gone through the Headteacher before going to the Governors.**

You should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- **Identifying or posting images/videos of children**
- **Abusive or personal comments about staff, governors, children or other parents**
- **Bringing the school into disrepute**
- **Posting defamatory or libellous comments**
- **Emails circulated or sent directly with abusive or personal comments about staff or children**
- **Using social media to publicly challenge school policies or discuss issues about individual children or members of staff**
- **Threatening behaviour, such as verbally intimidating staff, or using bad language**
- **Breaching school security procedures**
- **You must not attempt to befriend a member of staff on social media**

If parents refuse to support the school and uphold its policies on any of the above or on behaviour management procedures, we will assume that the parent does not have confidence in our school and suggest alternative settings.

At our school, we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

Thank you for working within these guidelines. Together we create a positive and uplifting environment, not only for our children but also for all who work in or visit our school.