

Wood Green Academy

Parent Code of Conduct

A framework for respectful, safe and constructive communication between parents/carers and the school.

1. Purpose of the Code

This Code sets clear expectations for how parents, carers and visitors should behave when interacting with school staff, pupils and other members of the community. It ensures that communication remains respectful, safe and constructive, enabling the school to fulfil its duty to provide a calm, supportive learning environment for all children.

It supports the school's duty to:

- Work in partnership with parents to support students' learning
 - Provide a safe, respectful and inclusive environment
 - Protect staff and pupils from abuse, harassment or unreasonable behaviour
 - Ensure concerns are raised and resolved calmly and through appropriate procedures
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2. Scope

This Code applies to:

- All parents and carers with parental responsibility
 - Anyone caring for a child (e.g. relatives, childminders)
 - All visitors to the school site or representing the school
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3. Expected Behaviour from Parents/Carers

Parents/carers are expected to:

- Respect the ethos, values and staff of the school
 - Work in partnership with staff in the best interests of the child
 - Communicate respectfully, using calm and non-aggressive language
 - Follow school communication routes, including the staged complaints process
 - Allow reasonable time for responses and recognise staff workload
 - Approach the correct member of staff first to resolve issues
 - Focus on facts and solutions, not personal criticism
 - Respect confidentiality of staff and pupils
 - Model positive behaviour for children
 - Support the school in maintaining discipline and standards
 - Correct their own child's behaviour, particularly in public settings
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4. Communication and Complaints

Parents should:

- Raise concerns at the earliest opportunity
- Follow the school's complaints procedure step-by-step
- Avoid escalating issues prematurely or contacting multiple staff unnecessarily
- Limit repeated communication while a complaint is being investigated

Unreasonable complaints behaviour includes:

- Refusing to engage with the complaints process
 - Repeatedly raising the same issues after resolution
 - Making excessive or unrealistic demands
 - Sending frequent or excessive communication
 - Introducing irrelevant or trivial issues
 - Making unfounded allegations against staff
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5. Unacceptable Behaviour

The following behaviours will not be tolerated:

Aggressive or Abusive Behaviour

- Shouting, swearing or using offensive language
- Threatening or intimidating behaviour
- Verbal or written abuse
- Physical aggression

Unreasonable Conduct

- Excessive or persistent contact
- Demanding immediate responses
- Refusing to follow school procedures

Inappropriate Use of Social Media

- Posting defamatory, offensive or inflammatory comments about the school, staff or pupils
- Encouraging others to target staff or the school

Disruptive Behaviour on School Premises

- Disrupting school activities or events
- Entering without permission or refusing to leave
- Confronting pupils, parents or staff inappropriately
- Recording or filming staff without consent

Prohibited Conduct

- Smoking, vaping, alcohol or drugs on site
 - Bringing dogs (except assistance dogs)
 - Damaging school property
 - Disciplining another person's child
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6. School Response to Unacceptable Behaviour

The school will act proportionately and may take one or more of the following steps:

Informal Resolution

- Discussion with parent
- Reminder of expectations

Formal Warning

- Written warning outlining unacceptable behaviour

Communication Restrictions

- Single point of contact
- Written communication only
- Limits on contact frequency

Managed Meetings

- Meetings with senior staff present
- Behaviour agreement required

Restricted Access

- Temporary or permanent ban from school premises

External Action

- Referral to:
 - Local authority
 - Legal advisors
 - Police (in cases of aggression or threats)
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7. Serious Incidents

In cases of serious aggression, threats or violence:

- The school will contact the police immediately
 - A ban from school premises may be imposed without prior warning
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8. Commitment from the School

The school commits to:

- Communicating clearly, respectfully and in a timely manner
 - Listening to concerns with fairness and empathy
 - Ensuring the complaints process is accessible and transparent
 - Maintaining a safe working and learning environment
 - Working in partnership with parents to support every child
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9. Monitoring and Review

- This policy will be reviewed every 3 years or sooner if required
 - The Headteacher retains discretion in applying this policy
 - Decisions will be proportionate, documented and reviewed where appropriate
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10. Linked Policies

- Complaints Procedure
- Behaviour Policy
- Safeguarding Policy

Appendix 1: Model Letter

Dear [parent name],

I've received a report about your conduct on [time and date].

[Summary of incident, including location, and the effect on staff, students and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent code of conduct. [Please find a copy attached to this letter.]

If the incident is more serious, add:

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, students and parents are entitled to a safe, respectful and inclusive environment, and

that parents are as responsible for creating this environment as school staff.

Continue with:

Further breaches of the code of conduct may result in a ban from the school premises.

If you want to invite the parent in for a meeting, add:

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar

issues in the future.

Please contact the school office on 0121 556 4131 to book an appointment.

Yours sincerely

Headteacher

Appendix 2: Model Letter – Banning from school site

Dear [parent name],

I've received a report about your conduct on [time and date].

[Summary of incident, including location, and the effect on staff, students and other parents.]

We recognise that situations can sometimes lead to feelings of frustration or anger; however, it is essential that all parents adhere to school procedures and interact with staff in a respectful and courteous manner. A positive and professional relationship between parents, carers, students, and staff is fundamental to achieving the best outcomes for our students.

Your actions, as described above, are completely unacceptable and constitute a serious breach of expected conduct standards. Sandwell Council guidance clearly states:

"Violence, physical aggression, threats, and verbal abuse are unacceptable. School staff aim to treat visitors with care, courtesy, and respect, and expect the same in return. Where such incidents occur, the school and, where appropriate, the police will take action, including legal proceedings if necessary."

Wood Green Academy has a zero-tolerance approach to conduct of this nature. The safety and wellbeing of our staff, students, and visitors is our highest priority. As a result, you are not permitted to enter the school premises with immediate effect and until further notice.

Failure to comply with this restriction may result in your removal from the site and prosecution under Section 547 of the Education Act 1996. If convicted, this may lead to a fine of up to £500. The Police are aware of this incident, and the school will fully cooperate with any further enquiries.

While this restriction is effective immediately, you are invited to provide a written response before a final decision is reached. You may wish to include any comments, explanations, or reflections on the incident, including assurances regarding your future conduct.

Please ensure your response is submitted no later than [Enter date for Response]. Should a response be received, the matter will be reviewed, and you will be informed of the final decision. In this case, should the restriction

be upheld, you will also be advised of the process for requesting a formal review.

I trust you understand the seriousness of this incident and the importance of maintaining a safe and respectful environment for all members of the school community.

Yours sincerely

Headteacher