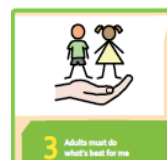




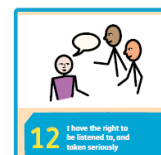
# Parent Code of Conduct

June 2025

**Article 3 – Adults must do what's best for me**



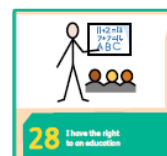
**Article 12 – I have the right to be listened to, and taken seriously**



**Article 19 - I have the right to be protected from being hurt or badly treated.**



**Article 28 – You have the right to a good quality education. You should be encouraged to go to school to the highest level you can.**



## **Key Contact Personnel in School**

**Nominated Member of Leadership Staff Responsible for the policy:  
Demi Lockett**

**Designated Safeguarding Lead: Sarah Costain**

**DPO: Sarah Costain**

**Date written: 19<sup>th</sup> June 2024**

**Date agreed and ratified by Governing Body: 9<sup>th</sup> December 2024**

**Date reviewed: June 2025**

**Date of next review: June 2026**

**Date agreed and ratified by Governing Body: n/a**

**This policy will be reviewed following any concerns and/or updates to  
national and local guidance or procedure**

## Purpose

At Five Acre Wood School, we believe that it is important to:

- Ensure that all parties, including staff and parents, uphold our Purpose, Trademark Behaviours and Culture
  - *Our Purpose*: 'To achieve new possibles whilst preparing pupils for their life journey'.
  - *Trademark Behaviours*:
    - 'Together Stronger' – We all play a small but vital role in Five Acre Wood and the wider community. When we work together, we are at our best.
    - 'Pupils First' – Pupils' remain at the heart of our decision making, to ensure that they have the best possible outcomes.
    - 'Every Moment Matters' – Our pupils' time in full-time education is limited and we are duty bound not to waste it.
  - *Our Culture*: 'One wood, many trees'.
- Work in collaboration with parents and other professionals to achieve the best possible outcomes for our pupils.
- Create a safe, respectful and inclusive environment for pupils, parents and staff.
- Hold high expectations of our pupils and model desired behaviours and outcomes, as outlined in the Behaviour Policy.

The term 'parents' is used to refer to anyone with parental responsibility for a pupil and to include anyone caring for a pupil, such as a grandparent.

## Communication

Please refer to the Parent Communication Guidance relevant to your child's class for the ways in which Five Acre Wood School will communicate with you. In general, we will use a combination of email, phone calls, contact books and Microsoft Teams. The guidance specific to your child's class will outline exactly what to expect from the School, and how best to communicate with us.

The guidance explains that our priority during the day is to teach and support our pupils, so we will not always be able to answer you straight away. We aim to answer enquiries within two working days.

## Social Media

Five Acre Wood School recognises the benefits of parents engaging with social media platforms. It strengthens community connections and allows for shared

celebrations across sites. However, parents that choose to engage with platforms should be aware of the potentially harmful impact of its misuse upon the school and its community. Five Acre Wood will not tolerate any use of social media that attempts to demean or insult the school, staff, pupils or parents online. The school will not hesitate to follow legal guidelines if any parents make illegal remarks across any social media platforms, directed at staff, pupils or other parents.

### **Expectations of parents and carers**

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school.
- Work together with the school to achieve the best possible outcomes for their child.
- Promote a positive attitude towards school attendance by sending their child to school every day, informing the school of any absence, along with the reason for this so that the school can adhere to the attendance policy.
- Attend Education Health Care Plan (EHCP) meetings for their child, along with any additional meetings requested by the school to support their child's progress.
- Raise any concerns in a timely manner to enable the school to act on these as soon as possible.
- Inform the school of any changes to your child's needs, including medical diagnosis, use of supportive equipment or dietary changes.

### **Behaviour that will not be tolerated**

- Disrupting, or threatening to disrupt, school events including those on the school site or elsewhere in the community.
- Swearing or using offensive language including racist, sexist, ableist or homophobic comments.
- Threatening behaviour or abusive language towards any member of our school community including staff, pupils and parents.
- Harassment of any kind, including sexual, towards any member of the school community
- Arriving at the school, without an appointment and demanding to see a particular member of staff and/or refusing to leave the premises
- Sending abusive 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 its pupils on any social media pages
- Use of physical punishment on your child on school premises
- Disciplining another person's child. As per our expectations of parents, please liaise with a member of staff if you have any concerns
- Smoking, vaping or drinking alcohol on the school premises
- Possessing or taking drugs, including legal highs

- Misuse of the school car park including speed and not adhering to instruction given by car parking wardens and thus putting pupils, parents and staff at risk.

### **Breaching the Code of Conduct**

If the school is informed, or suspects, that a parent has breached the Code of Conduct, the school will gather information from relevant parties and speak to the parent about the incident. It will be clear as to how the Code of Conduct was breached.

Dependent upon the nature of the incident, the school may then take any of the following actions:

- Send a warning letter to the parent.
- Invite the parent into school to meet with a senior member of staff or the Headteacher.
- Contact the appropriate authorities in cases where a criminal behaviour has taken place.
- Seek advice from other agencies regarding any further action required.
- Ban the parent from the school site.

The school will respond to incidents proportionally. The final decision for how to respond to breaches of the Code of Contact lies with the Headteacher. In situations whereby it is deemed appropriate to ban a parent from the school site, the Headteacher will consult the Chair of Governors before confirming this action. Above all, Five Acre Wood School wants to work with parents in supporting their child to achieve their very best and recognise the importance of effective collaboration in ensuring this happens. Parents and the school work in partnership and we appreciate the ongoing support the parents within our community offer.