



School and Parent/Carer Communication and Code of Conduct

Version control

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Code of Conduct for School and Parents/Carers

Introduction

At [School Name], a member school of Equals Trust, we are committed to fostering a positive and respectful environment for our students, staff, and parents/carers. This Code of Conduct outlines the expectations for both the school and parents/carers to ensure the best outcomes for our children. It is essential that we work together respectfully to create a safe, secure, and happy environment for our students.

Expectations of the School

1. **Communication:** The school will communicate with parents/carers in a timely, respectful, and professional manner. Responses to non-urgent communications will be provided within five working days.
2. **Policies and Procedures:** The school will implement and adhere to clear policies and procedures, ensuring that parents/carers are informed and understand them.
3. **Support and Assistance:** The school will provide support and assistance to parents/carers and students, addressing concerns and issues promptly and effectively.
4. **Respect and Professionalism:** The school will treat all parents/carers and students with respect and professionalism, maintaining a positive and welcoming atmosphere.
5. **Safety and Security:** The school will ensure the safety and security of all students, staff, and visitors on school premises.

Expectations of Parents/Carers

1. **Respectful Communication:** Parents/Carers are expected to communicate with school staff in a respectful and courteous manner. This includes emails, phone calls, and in-person interactions.
2. **Adherence to Policies:** Parents/Carers are expected to adhere to the school's policies and procedures, including attendance, behaviour, and communication guidelines.
3. **Constructive Feedback:** Parents/Carers should raise concerns through the appropriate channels, following the school's complaints procedure.
4. **Support for Learning:** Parents/Carers should support their child's learning and development by engaging with the school supporting learning initiatives.
5. **Respect for Staff:** Parents/Carers should respect the professional expertise and judgment of school staff, trusting them to act in the best interests of their child.

Importance of Mutual Respect

Mutual respect between the school and parents/carers is crucial for creating a positive environment where children feel safe, secure, and happy. When we treat each other

with respect, we model positive behaviour for our children and contribute to their overall well-being and success.

Zero Tolerance for Harassment, Intimidation, and Abuse

Harassment, intimidation, and abuse will not be tolerated under any circumstances. This includes:

- Demanding responses outside of school hours
- Demanding meetings at short notice or confronting staff
- Verbal abuse, on-site or over the phone
- Aggressive or intimidating behaviour
- Making threats or engaging in physical aggression
- Abusive or rude emails
- Sending hostile or inflammatory communications, including unfounded accusations or misinformation about staff or the school, particularly when based on opinion rather than fact
- Inappropriate behaviour on social media
- Repeated or vexatious complaints
- Unprofessional behaviour in meetings
- Recording conversations with staff without permission
- Encouraging or enabling children to disrespect staff or not adhere to school rules

Any instances of such behaviour will be addressed promptly and may result in restrictions on communication (eg, through a single email address, etc), temporary or permanent bans from the school premises, or involvement of law enforcement if necessary.

Conclusion

By adhering to this Code of Conduct, we can ensure a collaborative and respectful relationship between the school and parents/carers, ultimately benefiting our children's education and well-being. We wish to work together with parents/carers to create a positive and supportive environment for all.