



Archers Brook SEMH Residential School

Parent Code of Conduct Policy

Approved by:	Pupil Inclusion Sub Committee	Date:	February 2026
Last reviewed by:	Samantha Myers-Whittaker	Date:	November 2025
New review due:	November 2027		

Purpose of scope

At Archers Brook SEMH Residential School, we believe it is important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the Staff Code of Conduct) and pupils (through the Behaviour Policy)

This Code of Conduct aims to help the School work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child minders)

1. Our 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 staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example of speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (of those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues or concern

2. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- 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 any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult

- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premise (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

3. Breaching the code of conduct

If the School suspects, or becomes aware that a parent has breached the code of conduct, the School will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the School may then:

- 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 of criminal behaviour)
- Seek advice from our legal team regarding further action (in cases that may be libellous or slanderous)
- Ban the parent from the school site

The School will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher.

The Headteacher will consult the Chair of Governors before banning a parent from the school site.

4. Communication

How we communicate with parents/carers at Archers Brook School

At Archers Brook School we are proud of our relationship with our parent/carers and use a number of tools for communication to keep parents up to date with their child's education and what is happening in school.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

Email - We use email to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Consent forms
- Class activities or teacher requests
- Payments

Text messages - We will text parents about:

- Absences
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

School calendar

Our school website includes a school calendar with important dates (including offsite visits, exams etc).

Phone calls

Phone calls may be made by staff to discuss pupils' performance (both positive and negative) and when we need to contact you urgently.

Letters

All letters will be emailed home.

Reports

Parents receive reports from the school about their child's learning, including:

- Interim reports and end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (Parents Evenings).

Meetings

We hold parents' evenings for each form group. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing. Parents will also be invited in for the Annual Review of the EHCP every year.

School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Parents should check the website before contacting the school.

Home-school communications app – DOJO and School Spider

At Archers Brook we use the DOJO app for daily communication from form staff with parents/carers.

The School Spider app is used for making payments, the school office emails, absence requests and to send text messages.

Normal Working Hours

Staff will respond to messages during normal working hours. This is to ensure staff have a good work/life balance.

How parents and carers can communicate with Archers Brook School

Parents should use the list (attached) to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

Email

Parents should always email the school, about non-urgent issues in the first instance.

We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office or Dojo the relevant member of staff will contact them within 2 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 5 days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

Meetings

If parents would like to schedule a meeting with a member of staff, they should email the Admin team or call the School Office to book an appointment.

While we understand parents may occasionally need to speak to staff urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Any behaviour concerns

- Updates related to pastoral support, their child's home environment, or their wellbeing

This will often result in a meeting within 24 hours, but we aim for within the next 5 working days.

Home-school communications app

Parents can contact the form teacher using the DOJO app. **Please note a response from school will be in normal working hours.**

Accessibility

It is important to us that everyone in our community can communicate easily with the school.

Parents with additional communication needs

We aim to make communications accessible to all. We have taken the following steps to achieve this:

- All whole-school announcements and communications (such as email alerts and newsletters) are made available in multiple formats
- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school

Parents who need help communicating with the school can request reasonable adjustments, such as:

- School announcements and communications in accessible formats
- Sign language interpreters for meetings

Please contact the School Office to discuss these.

Parents with English as an additional language (EAL)

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages (as suits our current cohort):

- English

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the School Office to discuss these.

Who should I contact?

I have a question about...	Who you need to talk to
My child's learning/class activities/lessons/homework	Your child's class teacher/subject teacher

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I have a question about...	Who you need to talk to
My child's wellbeing/pastoral support	School office/form teacher
Payments	School office
School trips	School office
Uniform/lost and found	School office
Attendance and absence requests	If you need to report your child's absence, call: 0151 832 6600, or send a message on School Spider. If you want to request approval for term-time absence, contact Mrs M Bool
Bullying and behaviour	Mr J Hilditch, Deputy Head
School events/the school calendar	School office
Special educational needs (SEN)	Mr C Teese
Before and after-school clubs	School office
Hiring the school premises	Mr I Dean
Governing board	School office
Catering/meals	School office

School Office 0151 832 6600

admin@archersbrook.cheshire.sch.uk