

WOODHOUSE ACADEMY

PARENTAL CODE OF CONDUCT

Reviewed: Summer 2026

To be reviewed: Summer 2028

(The Key Policy)

1. Purpose and scope

At Woodhouse Academy, we believe it is important to:

- Work in partnership with parents to support their child in school
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times
- Have high expectations for all that reflect our school values 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, pupils, parents, visitors and governors.

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)

2. 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 with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or 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 of concern
- Have realistic expectations when requesting appointments to see staff (please see 'communicating with school' process below)

3. 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

- Arriving at reception demanding to see a member of staff without a prior appointment (please see 'communicating with school' section below)
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Using intimidating language or behaviour, whether in person, on the phone or by mail
- 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 the attention of a member of staff
- Smoking or drinking alcohol on the school premises (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)

4. 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
- Terminate a phone call or meeting if the parent is displaying any kind of aggressive or intimidating behaviour
- Invite the parent in to school to meet with a senior member of staff or the headteacher
- Send our Vexatious and Harassment policy as needed (this is displayed on our website under 'about' and 'policies')
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our, or the local authority's, legal team regarding further action
- 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.

Communication with School Process

<p>Parent makes a phone call into school or sends in an email</p>	<ul style="list-style-type: none"> • This will go through to the office OR the pastoral officer in the first instance who will ask for further information. There is a function on our telephone answer system that caters for this. • Unless the parent knows, and has already been in contact with, the member of staff concerned, in most cases this will go to our pastoral officer first who will take details and decide whether to look into this themselves or send on to the relevant person • The usual process of communication is the receptionist/pastoral officer, form tutor, head of key stage or subject lead, senior leader • Appropriate members of staff will be informed of any details and actions taken as necessary • If this is a safeguarding concern or an emergency, a relevant member of the safeguarding team will be sought immediately
<p>Parent arrives at reception to see someone</p>	<ul style="list-style-type: none"> • This will, again, be addressed, in the first instance by reception/pastoral officer, who will ask for further information and if an appointment has been made • Parents will not be able to demand to see a teacher or member of staff on that day and will be advised to make an appointment at a mutually convenient time • Unless the parent knows, and has already been in contact with, the member of staff concerned, this will go to our receptionist/pastoral officer, who will take details and decide whether to look into this themselves or send on to the relevant person • Parents will then be contacted, usually within 1-2 days, to discuss, dependent upon urgency and need. Again, this may be initially with the pastoral officer, based on the circumstances • If this is a safeguarding concern or an emergency, a relevant member of the safeguarding team will be sought immediately
<p>A request is made to speak to either the head of key stage or a senior leader</p>	<ul style="list-style-type: none"> • The key stage leads are contacted when the avenues of both pastoral officer and form tutor have been used first, unless there is more of an urgent concern where the key stage lead may follow this up after the initial investigation • If the concern has been dealt with at key stage lead or subject lead level, and requires further investigation, resolution or support, then it will be passed on to a member of the senior leadership team who oversees that area: The assistant principal in charge of behaviour, pastoral and safeguarding OR The assistant principal in charge of teaching and learning They will make the final decisions on the relevant area and inform parents as needed • If a senior leader makes a decision that a parent is not happy with, this <u>may</u> then be passed on to another senior leader (not the headteacher) to look into further. Parents will be notified if this is the case

<p>A request is made to see the headteacher</p>	<ul style="list-style-type: none"> • Parents will not make appointments with the headteacher unless all other forms of communication have been used first as above and a complaint needs to be made regarding the final decision made by senior leaders • If an email is sent into school for the attention of the headteacher, it will be directed to the person who is in charge of that area in school. Our office staff are very experienced in dealing with parental issues raised so will be able to determine where the concern needs to be directed • It is important that the headteacher can remain independent in the case of any escalations and therefore parents should not ask to speak to the head until all other avenues have been exhausted first
<p>Parents wish to make contact with governors</p>	<ul style="list-style-type: none"> • It is essential that parents follow the correct communication protocols in school to ensure the right person is dealing with the points raised. Governors will only be contacted, in writing, when: <ul style="list-style-type: none"> ✓ The communication process has taken place with the relevant staff members in school as above ✓ A <u>formal</u> complaint has been raised first with the headteacher, investigated fully and parents are not happy with the outcome. If a formal complaint needs to be raised, parents are asked to use our complaints policy and form, which can be found on our website or by contacting the office <p>Please do not contact governors directly or individually at any time. If a formal complaint has not been resolved by the headteacher, the parent should write to the Chair of Governors and ensure it is addressed 'confidential'</p>
<p>Other Important Key Information</p>	<ul style="list-style-type: none"> • The office is not manned before 8.30 or after 4. There is of course an answer machine for messages to be left. • Please ensure the correct equipment is sent in each day as the receptionists, due to safeguarding, spend at least the first hour checking registers and following up absence so do not have time to go round the school with lunches, PE kit etc. • Dependent upon the nature of the call/concern, parents may not be called back on the same day due to teaching and meeting commitments. We always aim to speak to a parent within 24-48 hours of receiving the request, whether that be a holding email or a call.

