Approved by:	CEO
Publication Date:	Sep 2026
Owner/Reviewer	CEO
To be reviewed:	July 2028
Location:	Trust Website
Impact assessed:	Yes

"Working in Partnership with Parents and Carers"

Parent and Carer Code of Conduct

Mission Statement

To inspire our family of schools to provide opportunities for our pupils, staff and leaders to be the best they can be; to create a passion for lifelong learning; to enable our pupils to become confident and impactful world citizens.

Contents

1. Purpose and scope 2
2. Our expectations of parents and carers 2
3. Behaviour that will not be tolerated 3
4. Electronic Communication 3
5.Breaching the Code of Conduct 4
6. Equality Impact Assessment for Breaching the Code of Conduct 4
7. Related Links ..... **Error! Bookmark not defined.**

---

1. Purpose and scope

At Empower Learning Academy Trust, 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

These beliefs align with 2 of our core values: respect and inclusion.

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 our behaviour policy).

This code of conduct aims to help our academies work together with their 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)**

This code of conduct will be shared with parents by the academy at the start of each academic year and will form part of new parents' induction information and welcome presentation and/or meeting.

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our academies
- Work together with staff in the best interests of our pupils
- Treat all members of the academy 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 academy staff to help resolve any issues of concern

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, academy operations (including events on academy 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 academy community
- Sending abusive messages to another member of the academy community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the academy, its staff or any member of its community, on social media platforms
- Behaving in a way that is not conducive to fostering an inclusive environment where everyone's unique perspectives are valued, and where we actively promote respect for diverse backgrounds, cultures, and identities
- Sexual harassment
- Use of physical punishment against your child while on academy 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 academy premises
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto academy premises (other than guide dogs)

4. Electronic Communication

Emails form a central communication method between parents/carers and Academy staff. To support this, the Academy has the following protocols in place:

- Please allow up to 48 hours for a response to your email.
- Please be aware that staff may not respond to your email immediately, as they may be teaching or in meetings. Please do not chase responses to emails unless you have not had an initial response after 2 working days.
- You may be sent a holding email if we require more time to provide you with a more detailed response to your email.

- Please be advised that the Academy email hours are 7.00am – 4.00pm, staff may not respond to emails outside of this time. Emails sent after 4.00pm will be classed as received the next working day.
- Part-time staff are not required to respond to emails on non-working days. Please allow additional time to receive a response to your email.
- Individual staff email accounts are not monitored outside of term-time (inc. Bank Holidays), your email will be responded to once the Academy re-opens.
- The Academy will not tolerate emails of an abusive, aggressive, or threatening nature being sent to its staff. Emails of this nature may be referred to the Headteacher for a response.

5. Breaching the code of conduct

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

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

- Send a warning letter to the parent
- Invite the parent into the academy to meet with a senior member of staff or the headteacher/principal
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the academy site

The academy 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/principal will consult the CEO before banning a parent from the school site and will inform the Chair of the Local Governance Committee of any such decision. Variations such as restricting access to staff or receiving alternative forms of communication for events such as Parent/Teacher Consultations will be advised on a case-by-case basis if a ban has to be enforced. Any ban will be reviewed after a fixed period time and on an ongoing basis if extended.

6. Equality Impact Assessment for Code of Conduct

The purpose of this Equality Impact Assessment (EIA) is to evaluate the potential impact of the proposed code of conduct on different groups within the academy community. We aim to ensure that our policies and practices promote fairness, inclusion, and respect for diverse backgrounds and identities.

Equality Considerations

We particularly focus on the following protected characteristics:

- age
- gender reassignment
- being married or in a civil partnership
- being pregnant or on maternity leave
- disability

- race (including colour, nationality, ethnic or national origin)
- religion or belief
- sex
- sexual orientation

Other Relevant Factors

In addition to the protected characteristics, we consider other factors such as full-time/part-time working, geographical location, language, and dependent care arrangements.

Whilst investigating any perceived breaches and as part of the decision-making process in determine the outcome of any investigation, academy staff will always consider the following:

- How application of the code of conduct might impact different groups based on protected characteristics
- What measures can be taken to advance equality of opportunity and foster inclusion in formulating and applying the code of conduct
- How we can mitigate any negative impact on specific groups
- How we will monitor and evaluate the actual impact of the code of conduct, including identifying trends or patterns that might imply a disproportionate use with or effect on different groups.

By conducting this EIA, we demonstrate our commitment to promoting equality, diversity, and inclusion within our academy community.

7. Related Links

Education Act 1996 (legislation.gov.uk)

Microsoft Word - ELAT Policy Behaviour for Visitors.docx (elatschools.co.uk)