



Norwich Road Academy

Parent Code of Conduct

Date of policy	May 2025
Member of staff responsible	Julia Miles
Review Date	May 2027

Introduction

We are very fortunate to have a welcoming and positive academy community. This is enhanced by a supportive and friendly parent body. Our parents/carers recognise that educating children is a process that involves partnership between parents/carers, class teachers and the academy community. As a partnership, our parents/carers will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

We expect all in our academy community to respect our academy ethos, keep our academy tidy and to set a good example of their own behaviour, both on our site and whenever interacting with academy staff.

Purpose and Scope

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we do understand that everyday misunderstandings, particularly in a busy environment, may lead to frustrations and can affect relationships. Where issues arise, please:

1. Contact your **child's teacher** in the first instance.
2. Following this, an appointment can be made to meet with the **Principal, via our academy office**.
3. If issues remain unresolved, please follow the academy's **Complaints Procedure**. This is available on our academy website, Eastern Multi Academy Trust's website or a copy can be requested from the school office.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

Guidance

We expect parents, carers and visitors to:

- Respect the caring ethos and values of our school
- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that all members of the academy community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the academy's view, in order to ascertain the facts and bring about a peaceful solution to any issue.
- Correct their own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the right member of staff in the academy, in a reasonable manner, to help resolve any issues of concern.
- **Understand that a member of staff may not be able to speak with them immediately due to other commitments that they may have.**

- Arrange a mutually convenient time with the class teacher, or other staff member, to discuss an issue.
- Avoid using staff as threats to admonish children's behaviour.
- Seek a peaceful solution to all issues.

Communications

All staff at Norwich Road Academy work extremely hard to provide the best for all the children here. Our priority is to ensure that children are safeguarded and well supervised. Class teachers are busy professionals, with a number of children in their care. They will also often have meetings and professional obligations outside of the usual school day. We request that parents and carers are considerate of this in their interactions with them. To support effective communication, we request that:

- Drop off and collection times are not used for discussions that may take longer than a few minutes. Staff have strict schedules to adhere to. Class teachers and teaching assistants must settle the children in their class and register them at 8:45am. At the other end of the day, they may also have an obligation after school. Please arrange a suitable time for your discussion.
- You make an appointment, or arrange a suitable time to call your child's class teacher to discuss the issue. This can be arranged via our academy office or directly with the teacher via Class Dojo.
- You refrain from using Class Dojo to explore and debate issues. Please make an appointment or arrange a suitable time to telephone, as above.
- If you have a safeguarding concern, please contact the academy office with your concern and make this clear. This can then be passed to one of our Designated Safeguarding Leads who will give it prompt attention.

Unacceptable behaviour

In order to support a peaceful and safe school environment, the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds.
- Using loud/or offensive language, shouting, swearing, cursing, using profane language or displaying temper.
- Making threats or using a threatening tone.
- The use of physical intimidation e.g. Standing very close, the use of aggressive hand gestures etc.
- Threatening to do actual bodily harm to a member of academy staff, Academy Committee member, visitor, fellow parent/carer or pupil, regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Spitting, drinking alcohol, smoking or vaping on our academy site or around our entrances and exits.
- Abusive or threatening e-mails or text/voicemail/phone messages, Class Dojo messages or other written communication.

- Discriminatory comments, that may be interpreted as racist or sexist, for example. This includes sexual innuendo.
- Defamatory, offensive or derogatory comments regarding the school or any of the students/parent/staff, at the school on Facebook or other social sites. (See Appendix 1). Any concerns you may have about the school must be made through the appropriate channels, for example by speaking to the class teacher or Principal and reference to our Complaints Policy. This ensures that any issue can be dealt with fairly, appropriately and effectively for all concerned.
- The use of physical aggression towards another adult or child.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Dogs (other than guide dogs) being brought on to school premises.
- Use of mobile phones or recording equipment on the school site, without prior agreement of academy staff.

Breaching the Code of Conduct

Should any of the above behaviour occur on school premises, the school may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering the school grounds.

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

- Remind the adult of the Code of Conduct
- Terminate conversations or block Class Dojo message access, if the nature of the conversation has become unacceptable.
- Invite the parent/carer to a meeting with a senior member of staff or headteacher.
- Send a warning letter to the parent.
- Contact the appropriate authorities, particularly in cases of criminal behaviour.
- Seek legal advice.
- Implement further communication protocols e.g. Liaison with a specified member of staff only or via a specified method of communication.
- Ban a parent/carer from the school site.

We trust that all parents and carers will assist our academy with the implementation of this policy. We expect that these expectations will be shared to those that have been delegated to liaise with the academy on their behalf.

We thank you for your continuing support of the academy's work and ethos.

At Norwich Road Academy, we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately, and in line with the above expectations and procedures.

Appendix 1: Inappropriate use of Social Network Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools/academies, Headteachers/Principals, school staff, and in some cases other parents/students. We consider the use of social media websites being used in this way unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, in the first instance, the Principal or following the guidance of the Complaints Policy, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any student or parent/carer of a child/ren being educated in the school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content, which can be posted, on the site and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carer or student removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

We would expect that parents would make all persons responsible for collecting children aware of this policy.

Persons Causing Nuisance / Disturbance on School Premises

Section 547 of the Education Act 1996

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school. It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned. School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

Related Policies and Guidance

Safeguarding Policy

Home School Agreement

Class Dojo Policy

Eastern Multi Academy Trust Complaints Policy

Eastern Multi Academy Trust violence, abuse and harassment against staff policy

Keeping Children Safe in Education, Department of Education, 2024