



Parental/Carer's Code of Conduct Policy

Oasis

1 Aims of the Policy

- 1.1. The Academy is dedicated to ensuring that all students achieve their potential and will work in partnership with all stakeholders to achieve these aims. The Academy is therefore required to have a policy to address parental/carer's behaviour that is unacceptable and has a detrimental effect on the good order, and safety of the Academy. The Academy has a duty of care for both staff and students to ensure their safety and well being. This policy will outline the behaviours that are unacceptable to the Academy and what sanctions are available to deal with the behaviour.
- 1.2. This policy should be read in conjunction the Parental Complaints Policy as the Academy expects all parental complaints to be taken seriously and to be dealt with comprehensively and as far as possible in confidence. The Academy's complaints policy allows parents' complaints about academy issues to be dealt with efficiently and sensitively, and at the appropriate level.

2 The Scope and Application of this Policy

- 2.1 The policy aims to ensure that the following behaviours demonstrated by parents will be dealt with by the Academy:
 - offensive language or malicious comments
 - unwarranted and unnecessary correspondence taking up undue teaching and administrative time,
 - intimidation
 - disruptive behaviour
 - racist conduct
 - incitement of others and threats or risk of injury

This policy does not affect the right of parents/carers or other parties to make complaints to the Academy.

3 Key principles

- The education of the children of the parent involved will not be compromised in any way;
- Clear documentary evidence is kept of any correspondence, action or decisions for a period of at least 12 months;
- The Academy will fully investigate all valid concerns;
- Any decisions will be fully communicated to the parent;
- Any parent behaving unlawfully will be reported to the police.

4 Procedures

The Academy has a range of strategies to employ with any parent who persists with unacceptable conduct. Whilst these sanctions are set out in the policy by way of a sequential process, they can initiated at any stage if, in the judgement of the Principal, the severity of the behaviour warrants such a level of intervention.

- 4.1 Verbal Warning/Mediation Meeting
A parent who displays any of the behaviour as described above will be asked politely to desist and offered the opportunity to discuss the matter in person on the first occasion.
- 4.2 Two Formal Written Warnings
A formal written letter will be sent to the parent where they continue to act unacceptably. This is signed by the Academy Principal and circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. This letter is kept on the file of any student at the school for a period of twelve months. Should a further incident occur, a second formal written warning should be issued.

4.3 Legal Sanctions

If a parent breaches the expected standard of behaviour as set out in the Parental Code of Conduct despite formal written warnings, then the Academy may consider the following the following sanctions – these will only be used in extreme circumstances if a parent continues to exhibit conduct in breach of this policy.

4.4 An injunction under the Protection from Harassment Act

The Academy may seek an injunction requiring them to desist from behaving in the manner in question. The Academy will seek an injunction against the parent's conduct under the Protection from Harassment Act 1997.

4.5 Anti-Social Behaviour Order (ASBO)

The Academy may seek an ASBO. The Court will have the ability to grant an ASBO which would prohibit the parent from pursuing a certain course of action.

5 Responsibilities:

5.1 Academy Council:

The Academy Council is responsible for:

- approving the Academy policy, procedures, and guidelines;
- receiving reports; and any necessary documentation
- advising the Principal.

The Academy Council will monitor the level and nature of reports and review the outcomes annually or earlier if so determined by the Chair.

5.2 The Chair of the Academy Council is responsible for:

- Monitoring the good order and safety of the Academy
- checking that the correct procedure is followed.

5.3 Principal

The Principal is responsible for:

- the overall internal management of the procedures;
- ensuring that the procedures are monitored and reviewed and reports made to the Academy Council.

5.4 Parental Code of Conduct Co-ordinator

The Parental Code of Conduct Co-ordinator is responsible for:

- the efficient operation and management of the policy and procedures;
- training staff on how to deal appropriately with difficult parents;
- keeping parents, students and others informed of the procedures;
- compiling reports for the Principal as required.

6 Information for Parents

The Academy will include in its prospectus advice to parents that there is a Parental Code of Conduct. The Parental Code of Conduct policy should be available via the Academy's website or directly from the Academy.

7 Equal Opportunities

In implementing this policy the Academy Council, Principal and staff must take account of the Academy's Equal Opportunities policy.

8 Monitoring and Review

- 8.1 The Principal will report to staff from time to time, and to the Academy Council annually or earlier if the Chair so determines, on the number and type of incidents and behaviours displayed by parents received and their outcomes.
- 8.2 The Oasis Community Learning Board will review the policy every three years.