

Parent Code of Conduct

We Care. We Challenge. We Commit.

Our Partnership

At Fulwood Academy, we believe that the best outcomes for children are achieved when school and home work together in a positive, respectful and supportive partnership.

Every member of our school community deserves to be treated with dignity and respect. This includes pupils, parents, carers, visitors, volunteers and staff.

Our shared values of **We Care, We Challenge, We Commit** underpin everything we do and guide the way we communicate and work together.

This Code of Conduct explains the standards of behaviour we expect from all parents, carers and visitors while engaging with the school, whether in person, by telephone, email or online.

For the purpose of this document, the term **parent** includes anyone with parental responsibility or anyone caring for a child.

Our Expectations

We ask all parents and carers to:

- Treat all members of the school community with kindness, courtesy and respect.
- Communicate with staff in a calm, polite and constructive manner.
- Work collaboratively with the school to support their child's education, wellbeing and behaviour.
- Respect the professional judgement of school staff whilst raising any concerns through the appropriate procedures.
- Model positive behaviour and respectful relationships for children.
- Support the school's values, policies and procedures.
- Keep children safe by following all site procedures when visiting school.
- Use social media responsibly and avoid comments that may damage individuals or the reputation of the school.
- Recognise that school staff have the right to work in an environment free from intimidation, abuse or harassment.

Behaviour That Will Not Be Accepted

The following behaviours are unacceptable and may result in action by the school:

- Abusive, offensive or discriminatory language.
- Shouting, intimidation or aggressive behaviour.
- Threats towards pupils, parents, visitors or staff.
- Physical violence or threatening physical behaviour.
- Harassment, bullying or deliberate intimidation.
- Recording staff or pupils without permission.
- Sending abusive or inappropriate emails, messages or social media posts.
- Publishing defamatory, offensive or misleading information about the school, staff or pupils.
- Entering restricted areas of the school without permission.
- Smoking, vaping, consuming alcohol or possessing illegal drugs on school premises.
- Bringing weapons or dangerous items onto the school site.
- Bringing dogs onto site (other than assistance dogs).
- Attempting to discipline another person's child instead of reporting concerns to staff.
- Any behaviour that disrupts the safe and effective operation of the school.

Raising Concerns

We understand that there may be occasions when parents disagree with decisions or wish to raise concerns.

We ask that concerns are:

- raised respectfully;
- directed to the appropriate member of staff;
- dealt with through the school's published complaints procedure where necessary.

We are committed to listening to concerns and resolving issues professionally and fairly.

When Expectations Are Not Met

We recognise that, on occasion, concerns or disagreements may arise. Wherever possible, we will seek to resolve issues through respectful communication and constructive dialogue.

However, where a parent, carer or visitor does not meet the expectations set out in this Code of Conduct, the school will consider the circumstances of the incident carefully before determining an appropriate response.

Depending on the seriousness and nature of the behaviour, the school may:

- Offer an informal discussion to resolve the matter.
- Issue a verbal or written reminder of the expectations within this Code of Conduct.
- Arrange a meeting with a senior member of staff.
- Restrict methods of communication where this is considered appropriate.
- Involve external agencies, including the police, where criminal or safeguarding concerns arise.

- Seek legal advice where behaviour is threatening, defamatory or persistent.
- Restrict or withdraw permission to enter the school site where necessary to safeguard pupils, staff and visitors.

All decisions will be fair, proportionate and made with the safety and wellbeing of the school community at the forefront. The Principal reserves the right to determine the appropriate response in each case and, where appropriate, will consult with the Chair of Governors before implementing longer-term restrictions on access to the school site.

Home-School Partnership

By choosing Fulwood Academy, parents and carers agree to support their child's education by:

- ensuring regular and punctual attendance;
- ensuring their child arrives in correct uniform and properly equipped;
- supporting the school's expectations for behaviour, attendance and learning;
- promoting the values of **We Care, We Challenge, We Commit** at home;
- attending parents' evenings, review meetings and other important appointments;
- informing the school of any issues that may affect their child's education, wellbeing or attendance;
- arranging routine appointments, where possible, outside the school day;
- avoiding term-time holidays unless exceptional circumstances apply;
- encouraging positive attitudes towards learning and respect for others.

Working Together

Fulwood Academy is committed to maintaining a welcoming, respectful and inclusive community where everyone feels safe, valued and able to thrive.

By working together in partnership and following this Code of Conduct, we can provide the best possible education and support for every child.