Code of Conduct for Parent/Carers

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Document Version Control Log

Version	Modification Date	Synopsis of Changes
1.0	September 2025	
2.0	November 2026	Updated and strengthened

1. Introduction

At Lighthouse Multi Academy Trust, we believe that positive relationships between home and school are fundamental to ensuring every child is safe, happy and able to achieve their full potential. We value the important role that parents, carers and families play in supporting their children's education and recognise that effective partnerships are built on mutual respect, trust and open communication.

This Parent and Carer Code of Conduct sets out the standards of behaviour expected from all parents, carers, family members and visitors when interacting with our academies, Trust staff, pupils and the wider school community. It applies to conduct:

- on academy premises;
- during educational visits, sporting events and other academy activities;
- when communicating with staff by telephone, email, letter or online platforms; and
- when using social media or other public forums where comments relate to the Trust, its academies, staff or pupils.

Our academies are committed to providing a safe, respectful and inclusive environment where everyone is treated with dignity. We ask all members of our school community to work together in a spirit of cooperation, recognising that respectful communication and positive relationships enable concerns to be resolved effectively and in the best interests of children.

This Code is intended to support constructive partnerships by setting out clear expectations of behaviour and the steps the Trust may take where these expectations are not met.

2. Scope

For the purposes of this Code of Conduct, the term parent includes:

- anyone with parental responsibility for a pupil;
- any adult caring for a child attending one of our academies, including grandparents, foster carers, kinship carers, childminders or other authorised adults.

This Code also applies to all other visitors to Trust or academy premises and events, including volunteers, contractors and members of the wider community. Where this Code refers to parents or carers, the same expectations apply to visitors.

This Code applies whenever parents or visitors are:

- on academy or Trust premises;
- attending academy events, performances, sporting fixtures or educational visits;
- communicating with staff or governors by telephone, email, letter, online platforms or in person; or
- engaging in online discussions or social media activity relating to the Trust, its academies, staff, pupils or wider community.

3. Our Expectations of Parents and Carers

Lighthouse Multi Academy Trust values positive partnerships with parents and carers. Working together helps children to feel safe, supported and successful in their education.

We ask all parents, carers and visitors to:

- uphold the Trust's vision, values and ethos;
- treat all members of the school community with courtesy, dignity and respect;

- work in partnership with academy staff to support their child's learning, wellbeing and behaviour;
- recognise that staff will always act in the best interests of children;
- raise concerns calmly, respectfully and through the appropriate academy procedures;
- allow reasonable time for staff to respond to emails, telephone messages or other enquiries, recognising that staff may not be available outside normal working hours;
- model respectful behaviour and appropriate language at all times, particularly when children are present;
- support academy policies and procedures, including safeguarding, attendance and behaviour expectations;
- follow instructions relating to site safety, including parking, safeguarding arrangements and visitor procedures; and
- respect the privacy and confidentiality of pupils, families and staff.

We ask parents and carers to remember that disagreements can usually be resolved most effectively through respectful dialogue and constructive partnership.

4. Behaviour That Will Not Be Accepted

To maintain a safe, respectful and inclusive environment for everyone, Lighthouse Multi Academy Trust will not tolerate behaviour that threatens the wellbeing, safety or dignity of pupils, staff, parents, carers, governors, volunteers or visitors.

Examples of unacceptable behaviour include, but are not limited to:

Aggressive, abusive or intimidating behaviour

- shouting at, swearing at or using abusive, offensive or discriminatory language towards any member of the academy community;
- threatening, intimidating or attempting to physically harm another person;
- aggressive gestures or behaviour intended to cause fear or distress;
- harassment, bullying or victimisation, whether in person or online;
- damaging, or threatening to damage, property belonging to the academy, staff, pupils or visitors.

Behaviour of this kind may constitute a criminal offence. The academy will report it to the police where appropriate, which may result in criminal proceedings.

Disruption to the academy

- behaviour that disrupts learning, meetings, events or the normal operation of the academy;
- refusing to follow reasonable requests from academy staff relating to safety or site procedures;
- entering restricted areas of the academy without permission.

A person who is on academy premises without permission, or who remains after being asked to leave, and causes or permits a nuisance or disturbance may be committing a criminal offence under section 547 of the Education Act 1996 and may be removed from the premises.

Inappropriate communication

- sending abusive, excessive, offensive or threatening emails, letters, telephone calls, text messages or online communications;
- making unreasonable or persistent demands that place excessive pressure on staff, for example: repeatedly contacting the academy about a matter that has already been answered or concluded through the complaints procedure; contacting several members of staff about the same issue at the same time; insisting on an immediate response or on dealing only with a particular member of staff; or contacting the academy so frequently that it affects staff's ability to carry out their duties;
- expecting staff to respond outside normal working hours, unless previously agreed or in an emergency.

Communications that are threatening, grossly offensive or amount to harassment may constitute a criminal offence and may be reported to the police.

Behaviour towards pupils

- challenging, disciplining, intimidating or confronting another person's child;
- encouraging conflict between pupils or families;
- using physical punishment or inappropriate physical intervention with any child on academy premises or during academy activities. Any such incident will be dealt with under the academy's safeguarding procedures.

Social media and online conduct

- posting or sharing content that is abusive, defamatory, threatening or discriminatory about the Trust, its academies, pupils, families or staff;
- sharing confidential or personal information relating to pupils, staff or academy matters;
- using social media or messaging platforms to organise campaigns or encourage hostility towards members of the academy community.

Parents are encouraged to raise concerns directly with the academy so that they can be investigated fairly and resolved through the appropriate procedures.

This Code does not prevent parents from expressing honest opinions or raising legitimate concerns. Where online content breaches this Code, the Trust will respond as set out in Sections 5 and 6.

Recording meetings

To protect the privacy of everyone involved, meetings or telephone conversations with academy staff must not be audio or video recorded without the prior knowledge and agreement of all participants.

On academy premises

The following are not permitted on Trust or academy sites (unless authorised):

- smoking or vaping;
- being under the influence of alcohol or illegal drugs;
- possession or use of illegal drugs or other prohibited substances;
- bringing dogs onto site, except registered assistance dogs;
- deliberate damage to academy property; and
- behaviour that compromises the safety or security of the academy community.

5. Online Behaviour and Use of Social Media

Lighthouse Multi Academy Trust recognises that social media and digital communication are an important part of everyday life. We ask all parents and carers to use these platforms responsibly and respectfully, recognising that online behaviour can have a significant impact on individuals and the wider academy community.

Parents and carers are encouraged to:

- communicate concerns directly with the academy through the appropriate channels before discussing them publicly;
- think carefully before posting comments or sharing information online;
- respect the privacy and dignity of pupils, families and staff; and
- use online platforms in a way that reflects the Trust's values of respect, kindness and inclusion.

Parents, carers and visitors must not:

- post, publish or share comments, images, videos or recordings that are abusive, threatening, defamatory, discriminatory or intended to cause distress to members of the academy community;
- identify or name pupils or members of staff in connection with complaints or incidents without their consent;
- share confidential or sensitive information relating to pupils, staff or academy business;
- encourage or participate in online campaigns, petitions or discussions that target individual pupils, parents, staff or governors;
- share photographs or videos on social media or other public platforms in which pupils other than their own child can be identified, unless the academy has given permission; or
- use messaging groups or social media to spread rumours, misinformation or unverified allegations about the Trust or its academies.

Where the academy allows photographs or videos to be taken at events such as performances or sports days, these are for personal and family use only.

The Trust reserves the right to take appropriate action where online behaviour has a detrimental impact on the wellbeing, safety or reputation of members of the academy community or interferes with the effective operation of the academy.

Where online content may be unlawful or breaches the terms of a social media platform, the Trust may report the content to the platform, request its removal and, where appropriate, refer the matter to the police or other relevant authorities.

6. Responding to Unacceptable Behaviour

Where the Trust believes that this Code of Conduct has been breached, the academy will consider the circumstances of the incident carefully before deciding on an appropriate course of action.

Any action taken will be proportionate, reasonable and based on the nature, seriousness and impact of the behaviour.

Where appropriate, the academy will:

- establish the facts by gathering information from those involved;
- provide the parent or carer with an opportunity to discuss the incident;
- seek to resolve concerns through constructive dialogue wherever possible; and
- maintain clear records of incidents and actions taken.

Depending on the seriousness or frequency of the behaviour, the Trust may take one or more of the following actions:

- provide a verbal reminder of the expectations set out in this Code;
- issue a formal written warning;
- require communication to take place through a nominated member of staff;
- arrange a meeting with the Headteacher or another senior leader;
- implement a communication agreement where appropriate;
- refer the matter to the Trust for further consideration;
- report incidents to the police or other relevant agencies where criminal behaviour or safeguarding concerns are identified;
- withdraw permission for an individual to enter academy premises for a specified period or, in exceptional circumstances, permanently.

Where a decision is made to restrict access to academy premises, the Trust will ensure that suitable arrangements remain in place to support the child's education and wellbeing.

Process for restricting access to academy premises

Parents have an implied permission to come onto academy premises at certain times, for example to drop off and collect children or to attend events. The Trust may restrict or withdraw this permission where an individual's conduct puts pupils, staff or others at risk, or is seriously or persistently disruptive.

- Where there is an immediate risk, the individual may be asked to leave straight away and a temporary restriction may be put in place. This will be confirmed in writing, normally within 3 working days.
- In all other cases, the Headteacher will write to the individual explaining that a restriction is being considered, setting out the reasons and the proposed terms, and inviting them to respond in writing within 10 working days.
- After considering any response, the Headteacher, on behalf of the Trust, will decide whether to confirm the restriction and will notify the individual in writing (using the letter at Appendix 2) of the decision, the reasons, how long it will last, any conditions (such as drop-off, collection and communication arrangements), the date it will be reviewed and how to appeal.
- Restrictions will be for a fixed period and will be reviewed before they end.

Breaching a restriction: anyone who enters academy premises after their permission has been withdrawn will be trespassing. If they cause or permit a nuisance or disturbance, they may be committing a criminal offence under section 547 of the Education Act 1996 and may be removed from the premises by the police or by a person authorised by the Trust. The Trust may also seek further legal remedies, such as an injunction.

Right of Appeal

Where permission to enter academy premises has been withdrawn, parents or carers may submit a written appeal to the Chair of Governors within **10 working days** of receiving written notification of the decision.

The appeal will be considered by the Chair of Governors, or another governor with no previous involvement, in accordance with the Trust's [insert name of procedure, e.g. Complaints Policy]. This is available on the Trust's and each academy's website at [insert link], and a paper copy can be requested from the academy office. The outcome will be confirmed in writing.

Appendix 1 – Initial Warning Letter

Dear [Parent/Carer Name],

I am writing regarding an incident that took place on **[date]** at **[location]** involving your conduct whilst engaging with members of our academy community.

Following consideration of the information available, I am concerned that your behaviour did not meet the expectations set out in the Lighthouse Multi Academy Trust Parent and Carer Code of Conduct.

Our Trust is committed to providing a safe, respectful and inclusive environment for pupils, staff, parents, carers and visitors. We expect everyone within our academy community to communicate respectfully and work together in the best interests of our children.

Please find enclosed a copy of the Parent and Carer Code of Conduct for your reference.

I ask that you carefully consider the expectations outlined within the Code and ensure that any future interactions with members of our academy community are respectful and appropriate.

Where appropriate, I would welcome the opportunity to meet with you to discuss this matter and to work together positively moving forward. Please contact the academy office on **[telephone number]** should you wish to arrange a meeting.

Please note that any further breaches of the Code of Conduct may result in additional action being taken.

Yours sincerely,

Headteacher

Appendix 2 – Letter Restricting Access to Academy Premises

Dear [Parent/Carer Name],

Following previous correspondence and consideration of recent incidents, I am writing to inform you that the Trust has decided to withdraw your permission to enter **[Academy Name]** premises from **[date]** until **[date]**.

This decision has not been taken lightly. It follows careful consideration of the circumstances and our responsibility to ensure the safety and wellbeing of pupils, staff, parents and visitors.

The reasons for this decision are summarised below:

[Insert summary of incidents]

Whilst this restriction is in place, arrangements will continue to be made to ensure that your child is able to attend school and access their education. The academy will contact you to discuss appropriate collection, drop-off and communication arrangements where necessary.

Should you enter the academy site during the period of this restriction without prior permission, the Trust may seek assistance from the police where appropriate.

If you wish to appeal this decision, you may do so in writing to the Chair of Governors within **10 working days** of the date of this letter.

Yours sincerely,

Headteacher