



**Lisle Marsden
Church of England
Primary Academy
Parent
Code of Conduct and
Communication**

Review Date: March 2027

This procedure is non-contractual and can be amended by the academy at any time.

Contents:

1. Introduction.....	2
2. General Principles.....	3
3. Communication.....	3
4. Unacceptable Behaviour.....	5
5. Additional Steps by the Academy.....	6
Appendix 1.....	8

1. Introduction

Lisle Marsden vision statement below, sets out our intent as a Church of England Primary Academy.

Educating for life in all its fullness, committed to excellence and enjoyment through learning, within an enabling environment that nurtures the potential and talents of all; empowering our children with wisdom, knowledge and skills; grounded in the Christian belief that everyone is created in the image and love of God.

Our vision for education is underpinned by our core Christian values of Faith, Hope and Love. Through these and our curriculum, we explore and promote the key values and virtues of Friendship, Trust, Forgiveness, Endurance, Respect and Wisdom. We fundamentally believe that a strong partnership with parents, carers and members of our community is essential in enabling our children to flourish and achieve a life in all its fullness.

At Lisle Marsden, we are very fortunate to have mainly supportive and friendly parents/carers, who share these values and recognise that educating children is a process that involves partnership between parents, class teachers, academy staff and the school community.

As a partnership, our parents/carers should understand the importance of a good working relationship to equip children with the necessary skills for the next stage of their education and ultimately adulthood. For these reasons, we continue to welcome and encourage parents/carers to participate fully in the life of our academy.

Parental engagement with their children's learning is important in supporting attainment, progress and their child's wellbeing. All parents/carers have a legitimate right to understand what their child is learning at the academy and the reassurance that they are safe.

However, contact between parents/carers and the academy must be appropriate, proportionate and respectful, of both the professional knowledge, experience and skill of teaching and senior staff at the academy and of the entitlement of staff at the academy to some work/life balance.

Purpose

The purpose of this policy is to provide clarity to all parents, carers and visitors to our academy about the expected conduct. This is so we can all continue to flourish and succeed in an atmosphere of mutual understanding.

The policy sets out:

- The general principles underpinning the conduct of members of the academy community.
- How it is expected that communication between parents/carers and the academy will take place.
- The behaviours that are deemed unacceptable towards the academy by members of the academy community and open to challenge by the academy.
- The additional steps the academy can take in respect of unacceptable behaviour by a parent or carer.

2. General Principles

- Remember that Lisle Marsden CE Primary Academy is governed by policy as determined by the Governing Body of the academy and the Senior Leadership Team.
- Have respect for the caring Christian ethos and values of our academy;
- Understand that academy staff and parents need to work together for the benefit of their children;
- Understand that the academy has a duty to safeguard children and that the academy will work with external agencies and parents/carers to fulfil this duty;
- 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.

3. Communication

There are many reasons you might want to communicate with the academy or a member of staff at the academy. This could be simply phoning in to report a child's absence or just informing the member of staff at the door when you drop your child off some relevant information that will assist the class teacher, such as if your child has been unwell etc. These short conversations to impart information are entirely necessary.

However, please remember:

- How busy members of teaching staff are during the school day, and that they have the responsibility for teaching and caring for a class of children. Where you need to speak with a member of staff, please make an appointment to do so at a time when they can give you their full attention.
- Approach the academy to help resolve any issues of concern by making an appointment to meet with the class teacher in the first instance, as they know

your child best of all and are usually best placed to deal with any questions or queries. On occasions, a more senior member of staff such as a member of the academy's Headteacher team may be better placed to address your enquiry.

- If the matter is still not resolved to your satisfaction, parents may choose to follow the procedure in the Academy's Complaints Procedure (policy) which is available under the tab 'Statutory Policies and Statements' on our website.
- If you wish to correspond by email, this should be done through the academy's central email address at office@lma.nelcmail.co.uk this address is monitored regularly during the school day and emails forwarded to the appropriate member of staff or Governor.
- The academy main reception and telephones are manned from 8.15am to 4.45pm. If no one is available to take your call, a message can be left and a member of staff will respond to you as soon as possible.
- The academy uses a 'home school' communication platform called Class DoJo and all parents and carers are encouraged to subscribe to this free service to ensure they can maintain a strong and informed relationship with the academy. Class DoJo enables parents/carers and staff to communicate with each other through the private messaging service or class story where important information, homework, reminders etc. can be shared. All messages on the platform are recorded. There are 'quiet times' indicated on the platform where teachers will not be available to respond to messages.
- Ensure that all such communications are polite and that you are always mindful of the right of the recipient to be treated with respect.
- 'Think before you post.' We understand the place that social media has in today's society, however we ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the academy, academy staff, parents or children.
- We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child (see Appendix 1 below).
- When meeting face to face with members of staff to discuss any matters concerning your child's education or wellbeing in school, approach the matter calmly and politely, as this will also ensure progress can be made to address any issues or concerns. Remember that if you wish to speak with a member of staff it will normally fall to you to make a mutually convenient appointment.
- If you have any concerns about another child, please talk to us first to enable us to resolve the issue with you and involve any other parents as is necessary; this helps to prevent possible problems escalating, and avoids unnecessary conflict.

4. Unacceptable Behaviour:

- An expectation that members of staff and governors are available in the evening or weekends and monitoring devices to respond to messages sent to them via DoJo or email is inappropriate and does not comply with the organisation's commitment to safeguarding staff wellbeing and maintaining professional boundaries.
- Academy staff and members of the Governing Body are entitled to their own personal and family time as well as work life balance, and are not obliged to respond to such communication.
- Do not send any form of correspondence to members of staff or Governors at the academy demanding an immediate response or a response within your own time frame as the matter will be addressed, where appropriate, in a time frame deemed appropriate by the recipient.
- Send lengthy, frequent, demanding, or disrespectful DoJo messages or emails to staff members, as this will seriously undermine their ability to carry out their core role of educating the children in their care.
- When corresponding or speaking with staff in person do not use language that calls in to question their professional abilities or represents any form of personal attack or seek to direct how they carry out their professional roles or run the academy. The running of the academy is a matter for the Heads' Team and the Governing Body of the academy.
- It is unacceptable to record telephone conversations with staff members or to record meetings with staff and/or Governors at the academy without making them aware you are doing it and seeking their express permission to capture what could be their personal information and breach their human right to privacy, which extends to their workplace.
- Resort to any other form of criticism of the academy, its staff or Governing Body or any other matters that relate directly to the academy via a medium other than the Academy's Complaints Procedure. Parents and carers are asked to be aware of the academy's "social media policy" as it appears in "Appendix A".
- When following the Academy's Complaints Procedure, parents should not use Artificial Intelligence (AI) platforms to formulate letters of complaint regarding issues. If it is suspected that AI has been used to formulate complaints, parents will be informed that the academy will not accept such communication.
- When speaking with a staff member or any other member of the school community whether in person, on the telephone or by any other means of communication it is entirely inappropriate to raise your voice, invade their personal space, use language that is disrespectful, rude, offensive, aggressive or threatening.
- Do not shout swear or cause any form of disruption on academy grounds.

- Any threats of violence or use of violence towards anyone on academy premises is a criminal offence as is damage to academy premises and will be likely to result in the matter being reported to the police.
- Lisle Marsden is committed to equality and will not tolerate any harassment intimidation, unfair discrimination or victimisation against staff. Adults should not through their manner or speech be discriminatory with regards to another person's age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. This includes inappropriate jokes and banter.
- Do not smoke (including vaping) or consume alcohol or other drugs on any part of the academy premises.
- Do not bring dogs onto the academy site unless already agreed with the academy that the dog is a guide dog or other form of assistance dog and consent has been given for the presence of the dog to assist its owner on academy premises.
- Do not correct other children's behaviour, especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour;
- Avoid using members of staff as threats to reprimand children's behaviour;
- 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).
- Do not use 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 academy grounds, including team matches/sports events; and outside of the academy grounds when children are under the supervision of academy staff.
- In addition, we also expect our parents, carers and visitors to keep our children safe by adhering to the academy's request to park safely outside the academy gates during morning and afternoon collections. Knowingly behaving in a way that puts others at risk (ignoring parking restrictions etc.), is regarded as unacceptable behaviour.

5. Additional Steps by the Academy:

- The member of staff or Governor concerned may challenge the behaviour by asking the person concerned to respect their personal space, stop shouting or using inappropriate behaviour or may end an unacceptable phone call or ask you to leave the academy.
- The academy may correspond in writing with a parent or carer to challenge behaviour that the academy is finding unacceptable such as, for example, being

rude to a member of staff or sending aggressive DoJo messages/emails, making demands of the academy.

- If the academy decide the matter requires a more formal approach, the academy may instruct its legal advisers to write to the parent or carer warning them about their behaviour and/or putting in place a communications strategy to restrict their means of corresponding with the academy and/or banning them from the academy site and premises if felt to be appropriate.
- Clearly, in serious instances where the peace is breached or the criminal law broken, the academy will also involve the police.

Please note that the academy site and premises are not public places but private premises and you have an implied right to enter the academy as a parent or carer of a child at the academy but it is open to the academy to remove that right of entry at any time it deems this to be necessary. If this action is deemed necessary, parents will be informed that they are no longer welcome on the site and will not be permitted access until a time specified by the academy.

We trust that parents and carers will assist Lisle Marsden with the implementation of this policy and we thank you for your continuing support of the academy.

Note: Could parents please ensure they make all persons responsible for collecting their children aware of this policy.

Appendix 1: Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against schools and academies, Head Teachers, academy staff, and in some cases other parents/pupils.

The academy seeks to teach pupils the importance of appropriate and responsible use of social media and it is therefore vital that everyone in the school community, including parents and carers lead by example.

The Governors considers the use of social media websites to complain about the academy or individual members of staff or make personal comments about anyone in the school community is 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 using the Academy's Complaints Procedure by speaking to the class teacher, Senior Leader, the Head Teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned in line with that policy.

In the event that any student or parent/carer of a child/ren being educated in the academy 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 academy will also expect that any parent/carer or student removes such comments immediately.

In serious cases, the academy 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.

Please note that the inappropriate use of a communications network can give rise to offences under the Malicious Communications Act 1988 or the Communications Act 2003 and if persistent could be deemed to constitute the offence of harassment.