



PARENTS' CODE OF CONDUCT 2026

At Link Academy Trust, our vision is clear:

Flourishing schools for all at the heart of our communities.

Inspired by, *“Life in all its fullness” (John 10:10)*, we strive to create environments where every individual can thrive.

Our mission is underpinned by three core values that guide everything we do:

- **Belonging** – Every interaction matters; we nurture relationships and ensure everyone feels valued and included.
- **Curiosity** – We embrace ambition, creativity, and innovation to inspire lifelong learning.
- **Collaboration** – We foster an open culture of accountability and shared success, working together for the benefit of all.

These principles shape our approach to equality and diversity, ensuring that every policy, decision, and action reflects our commitment to inclusion and excellence.

Parents Code of Conduct Policy 2026

The Link Academy Trust is a company limited by guarantee and an exempt charity, regulated by the Department of Education (DfE). All Members of the Board of Trustees of the exempt charity are also Directors of the company; the term 'Trustee' used in this document also means Director. This Policy applies to all Academies within the Link Academy Trust (the Trust).

Introduction

At the Trust, we recognise the importance of and are very fortunate to have supportive and friendly families. Our parents/carers recognise that educating children is a process that involves partnership between parents/carers, class teachers and the whole school staff community. As a partnership, our parents/carers will understand the importance of a good working relationships to equip children with the necessary skills for adulthood.

We will always listen to concerns and seek to address them. However, in a very small minority of cases, the behaviour of a few parents, carers or other adult visitors can cause disruption, resulting in abusive (either verbally or physically), aggressive or intimidating behaviour towards staff and this will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn, without fear or violence and abuse and the right in extreme cases, of appropriate self-defence.

The Education Act of 1996 states that it is an offence for a trespasser on school premises to cause a nuisance or disturbance. The Trust is entitled to withdraw the implied right a visitor has to enter the school, if that visitor is violent or aggressive. If the visitor then enters the premises, they are in breach of the law.

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

The Trust expects its staff to behave professionally in these situations and attempt to diffuse the situation where possible, seeking the involvement as appropriate of other colleagues.

The Trust expects parents/carers and other visitors to behave in a reasonable way towards its staff.

Guidance

We expect parents, carers and visitors to:

- Respect the caring ethos of our schools
- Understand that both teachers and parents/carers need to work together for the benefit of the children
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour
- Approach the school to help resolve any issues or concern
- Avoid using staff as threats to admonish children's behaviour

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

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, office/reception area or any other area of the school grounds.
- Using loud or offensive language, swearing, cursing, using profane language or displaying temper or using any other intimidating behaviour such as staring, 'ganging-up' and encouraging others to adopt the same behaviours
- Threatening to do actual bodily harm to a member of staff, Governor, visitor, fellow parent/carer regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school/trust property
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/carers/staff, at the school on Facebook or other social sites. Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher or the Academy Head, so they can be dealt with fairly, appropriately and effectively for all concerned
- The use of physical aggression towards another adult.
- Physical punishment against your own 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)

Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints (please see the Trust's complaints policy) against schools and school staff, and in some cases other parents/carers/pupils. The Trust considers the use of social media websites being used in this way as unhelpful and not in the best interests of the children or the whole school community.

We ask parents and carers to raise any concerns you may have through the appropriate channels by speaking to the class teacher or Academy Head, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer 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 contact or activity which breaches this. The Trust will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases the Trust 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 cyberbullying and the use by one child or a parent/carer to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

Procedure

When a parent/carer or member of the public behaves in an unacceptable way towards a member of staff, the appropriate member of the school Senior Leadership Team will seek to resolve the situation through discussion and mediation. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, this may be escalated to Trust Leadership Team and a parent/carer or other adult

may be banned from the school premises for a period of time, subject to review. If required, the Academy Head may contact the police for assistance.

Prior to being banned the following steps will be taken:

1. The adult will be warned, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached e.g. that an injunction may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the police will be included and the Trust's legal advisors informed.
3. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

We reserve the right to curtail meetings/telecoms in the event of any behaviour that contravenes this policy.

We reserve the right to ask parents/carers to leave the premises in the event of any behaviour that contravenes this policy.

Conclusion

Children learn best when there is a positive partnership between home and school and whilst every effort is made to work with parents, this will only be possible where parents behave in an acceptable way.

Where a parent/carer's behaviour is either unacceptable or serious and breaches our policy or health and safety legislation, robust and appropriate actions will be taken.

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

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

The Policy is reviewed by the Academy Heads group, including the CEO on a 2 yearly cycle. The policy is reviewed by S&C and approved by Board of Trustees

Reviewed by Standards and Curriculum: 30th January 2024

Approved by the Board of Trustees: 6th February 2024

Reviewed by Standards and Curriculum: 3rd February 2026

Approved by the Board of Trustees: 9th February 2026

Next review: Spring 2028