

# **PARENT CODE OF CONDUCT**



**Resilience  
Multi Academy  
Trust**

## Parent Code of Conduct

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| <b>Summary</b>                                              | Parent Code of Conduct                                                                                                   |
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| <b>Applies to:</b><br>(please circle/delete as appropriate) | Staff <input checked="" type="checkbox"/> Student <input type="checkbox"/> Community <input checked="" type="checkbox"/> |
| <b>Ratifying Committee(s) and Date of Final Approval:</b>   |                                                                                                                          |
| <b>Available On:</b>                                        | Website/SharePoint/On Request                                                                                            |
| <b>Effective from:</b>                                      |                                                                                                                          |
| <b>Date of Next Formal Review:</b>                          | July 2026                                                                                                                |
| <b>Owner</b>                                                | RMAT                                                                                                                     |
| <b>Version</b>                                              | 1                                                                                                                        |

## Document Control

| Date      | Version | Action         | Amendments |
|-----------|---------|----------------|------------|
| June 2025 | 1       | Policy created |            |

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### **Aims of the Policy**

1. Resilience Multi Academy Trust ("RMAT") is dedicated to ensuring that all students achieve their potential and will work in partnership with parents and other stakeholders to achieve this aim. RMAT also has a duty of care to both colleagues and learners to ensure their safety and wellbeing. RMAT will not tolerate parent behaviour that is unacceptable and has a detrimental effect on the good order and safety of any of its Academies. This policy outlines the behaviours that are unacceptable and what sanctions are available to deal with such behaviour.
2. This policy should be read in conjunction with RMAT's Complaints Procedure. Where a complaint is repetitious, vexatious, or pursued in an otherwise unreasonable manner, this will be dealt with in line with the Complaints Procedure.
3. In this policy, 'parent' means a parent, carer, or anyone with legal responsibility for a child. The principles in this policy also apply to any other family members of learners or other visitors to an Academy.
4. If a parent is acting in a voluntary capacity, for example as a local review board members or as part of an Academy's friends, they are still subject to the scope of this policy as a parent.

### **Key principles**

5. The parent/academy partnership is fundamental to securing the success and wellbeing of all our children and young people
6. The education and wellbeing of the child of the parent involved will not be compromised in any way by the application of this policy.
7. Any decisions will be fully communicated to the parent with clear reasons for the decision taken.
8. Parents have the right to make representations about the action of RMAT or its Academies.
9. Any restrictions will be time limited and subject to a review.

### **Scope and Application of this Policy**

10. This policy covers unacceptable behaviour which is committed by a parent:
  - in any RMAT or Academy buildings or on a RMAT or Academy site
  - by telephone to RMAT or an Academy
  - by email to RMAT or an Academy
  - on social media and any other public electronic media platforms (e.g. websites) referring to RMAT or an Academy or a colleague.
  - in any other setting which, in the reasonable opinion of the Chief Executive or Chair of Trustees (or any person authorised by them), should be regulated by this policy.

### Unacceptable Behaviour

11. The following behaviours are considered unacceptable by RMA:

### Unacceptable Conduct

12. Unacceptable conduct includes:

- verbal or written threats of violence or harm.
- swearing or the use of other abusive, offensive, or threatening language.
- intimidation, coercion, or humiliation.
- aggressive or disruptive behaviour.
- harassment, bullying or causing distress.
- physical violence, including damage to property or injury to individuals.
- discriminatory conduct or use of discriminatory language (sexist, racist, other.)
- frequent, unwarranted and/or unnecessary correspondence which is hindering the proper running of RMA or its Academies.
- making deliberately false, malicious, or vexatious accusations.
- consumption of alcohol (unless alcohol has been allowed at a specific event) or use of illegal drugs on RMA or an Academy's premises or accessing RMA or an Academy's premises whilst intoxicated.
- any behaviour that violates the law or RMA policies.
- incitement of others to do any of the above.

13. This is not an exhaustive list but seeks to provide illustrations of such conduct. It will ultimately be for RMA to determine what conduct is deemed to be unacceptable.

14. Any form of communication that threatens the safety or well-being of children, young people, or colleagues will be taken seriously and addressed immediately, with the goal of protecting the safety and well-being of all members of RMA and Academy communities.

### Covert recordings

15. Unless explicitly agreed in writing, RMA does not consent to parents making audio or video recordings of any colleague, trustee/local review board member or academy volunteer, including during in-person meetings, remote/virtual meetings, or telephone conversations. Making covert recordings without the consent of colleagues is regarded as a breach of the relationship of mutual trust and confidence between the parent and the academy.
16. If a parent is found to be recording a discussion, all colleagues, trustees, local review board members or academy volunteers have the right to terminate the meeting or telephone call on discovery.
17. A parent that records a colleague, trustee/local review board member or academy volunteer, without consent may be issued with a restricted communication plan (see below).

18. If a parent is found to have recorded any audio or video footage on an RMAT site without consent of any individual, this may result in the parent being immediately banned from an Academy's premises (see below) and the involvement of external agencies.

### **Inappropriate use of social media**

19. RMAT encourages parents to approach colleagues with concerns and to make use of RMAT's Complaints Procedure to escalate matters where necessary. We urge parents to refrain from expressing concerns about RMAT, its Academies or its workforce on social media sites. Expressing concerns on social media may damage the reputation of RMAT and/or its Academies and the integrity of colleagues may be unnecessarily called into question. Negative comments posted on social media can cause upset and is often counter-productive to the overall aim of educating learners. Furthermore, comments made about individual colleagues may be considered defamatory or amount to cyber-bullying.
20. It is a criminal offence to publish information which would likely lead to the identification of a teacher who is subject to an allegation of misconduct until such time as they are charged with an offence, or the Secretary of State for Education publishes information about the teacher in connection with a disciplinary case (Education Act 2011). All members of the RMAT community need to be aware of the importance of not publishing named allegations against teachers online as this can lead to prosecution and a fine.
21. Should RMAT become aware that a parent is using social media to target RMAT, any Academy or colleagues, it may (or it may authorise an Academy to):
  - report the post(s) to the relevant social networking site
  - contact the parent or social media page owner to require the post to be edited or removed
  - issue the parent with a restricted communication plan (see below)
  - where appropriate, inform the police or other relevant agencies

### **Procedures**

22. RMAT has a range of strategies to employ with any parent who engages in unacceptable behaviour. Whilst these sanctions are set out in the policy by way of a sequential process, they can be initiated at any stage if, in the reasonable judgement of the Chief Executive or Chair of Trustees (or any person authorised by them), the severity of the behaviour warrants such a level of intervention.
23. Where the behaviour is so extreme that it threatens the immediate safety and welfare of children, young people, colleagues or others, the matter will be referred immediately to the police and/or RMAT's solicitors for action.

### **Verbal warning**

24. A parent who displays any of the behaviour as described above will be asked to desist and offered the opportunity to discuss the matter in person.

### **Mediation meeting**

25. Where appropriate, the parent may be asked to meet with the Chief Executive or the Principal of an Academy (or a person authorised by them) to discuss the matter in person.

### **Formal written warning(s)**

26. A formal written warning will be sent to the parent by letter to their home address. This letter will be signed by the Chief Executive, or the Principal of an Academy, or the Chair of Trustees (or any person authorised by one or more of them) and circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. This letter will be retained for a period of twelve months and then in line with RMA's Records Management Policy. Where appropriate, more than one formal written warning letter may be issued.

### **Legal sanctions**

27. If a parent commits serious or repeated breaches of the expected standard of behaviour as set out in this policy, then RMA may consider implementing one or more of the sanctions listed below (or may authorise an Academy to do so):

### **Restricted communication plan**

28. The parent may be issued with a communication plan. This will restrict the way the parent can communicate with RMA and/or an Academy. This may include:
- Requiring contact in a particular form (e.g. in writing only).
  - Limiting contact to one member of staff or a specific email address.
  - Restricting telephone calls to specified days and times.
  - Restricting communication to in writing only.

### **Ban from RMA premises**

29. A parent's common licence to access RMA premises can be removed or restricted for a specified period. In such circumstances, parents may need to make alternative arrangements for bringing their child into an Academy. Any entry onto the site in contravention of such a ban and where a nuisance is caused would be a criminal offence under section 547 of the Education Act 1996. Any parent in breach of the ban will be removed from the premises by the police or an authorised member of staff.

### **An Injunction under the Protection from Harassment Act 1997**

30. RMA may seek an Injunction requiring the parent to desist from behaving in the manner in question.

### **Records**

31. Records made under this policy including any correspondence, actions or decisions will be retained in line with RMA's records management policy.
32. Correspondence, statements, and records relating to individual matters will be kept confidential except where:
- access is requested by the Secretary of State.
  - disclosure is required during an Academy inspection.

- an individual has a legal right to access their own personal data contained within such documentation.
- under other legal authority.