

PARENT CODE OF CONDUCT



**Resilience
Multi Academy
Trust**

Parent Code of Conduct

Summary	Parent Code of Conduct
Responsible Person/Author:	Adam Marham – COO
Applies to: (please circle/delete as appropriate)	Colleagues Student ☐ Community ☒
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Document Control

Date	Version	Action	Amendments
June 2025	1	Policy created	
Sept 2026	2	Amendments	Ref to changes to title of complaints policy. 7 – Ref to treatment. 11 – Ref to reasonable adjustments. 14 – Unacceptable conduct added to. 25 – Procedures added to. A1 – EIA added to.

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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 Feedback, concerns, and complaints Procedure. Where a complaint is repetitious, vexatious, or pursued in an otherwise unreasonable manner, this will be dealt with in line with the Feedback, concerns, and 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. RMAT is committed to maintaining a safe, respectful, and inclusive environment for all members of its community. Parents are expected to treat colleagues, learners, trustees, volunteers, contractors and visitors with dignity and respect at all times. RMAT will not tolerate harassment, sexual harassment, bullying, victimisation, or discrimination of any kind.
8. Any decisions will be fully communicated to the parent with clear reasons for the decision taken.
9. Parents have the right to make representations about the action of RMAT or its Academies.
10. Any restrictions will be time limited and subject to a review.
11. RMAT will consider reasonable adjustments and individual circumstances when applying this policy, including where a parent has a disability, medical condition or other protected characteristic that may affect communication or behaviour.

Scope and Application of this Policy

12. 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 Operating Officer, Chief Executive or Chair of Trustees (or any person authorised by them), should be regulated by this policy.

Unacceptable Behaviour

13. The following behaviours are considered unacceptable by RMAT:

Unacceptable Conduct

14. 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 behaviour, harassment, victimisation, or the use of offensive language relating to any protected characteristic, including age, disability, sex, sexual orientation, gender reassignment, race, religion or belief, pregnancy and maternity, or marriage and civil partnership.
 - sexual harassment of any colleague, trustee, local review board member, volunteer, learner, contractor, or visitor. This includes unwanted conduct of a sexual nature which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment. Examples include sexually suggestive remarks, sexual jokes, inappropriate comments about appearance, unwanted sexual advances, sharing sexual images or content, intrusive questions about an individual's private life, or any other unwanted sexual conduct.
 - frequent, unwarranted, and/or unnecessary correspondence which is hindering the proper running of RMAT 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 RMAT or an Academy's premises or accessing RMAT or an Academy's premises whilst intoxicated.
 - any behaviour that violates the law or RMAT policies.
 - publishing, sharing, or distributing material online that is abusive, threatening, defamatory, sexually inappropriate, or otherwise directed at RMAT, its academies, learners, colleagues, trustees, volunteers, or contractors.
 - incitement of others to do any of the above.
15. This is not an exhaustive list but seeks to provide illustrations of such conduct. It will be for RMAT to determine what conduct is deemed to be unacceptable.

16. 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 RMAAT and Academy communities.

Covert recordings

17. Unless explicitly agreed in writing, RMAAT 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.
18. 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.
19. 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).
20. If a parent is found to have recorded any audio or video footage on an RMAAT 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

21. RMAAT encourages parents to approach colleagues with concerns and to make use of RMAAT's Feedback, concerns, and complaints Procedure to escalate matters where necessary. We urge parents to refrain from expressing concerns about RMAAT, its Academies or its workforce on social media sites. Expressing concerns on social media may damage the reputation of RMAAT 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.
22. 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 RMAAT 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.
23. Should RMAAT become aware that a parent is using social media to target RMAAT, 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

24. 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 Operating Officer, Chief Executive or Chair of Trustees (or any person authorised by them), the severity of the behaviour warrants such a level of intervention.
25. RMAT has a duty to protect the health, safety, wellbeing, and dignity of its workforce. Where behaviour towards colleagues is assessed as abusive, threatening, harassing, discriminatory or sexually inappropriate, RMAT may implement immediate measures to safeguard individuals without progressing through earlier stages of this procedure.
26. 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

27. 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

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

Formal written warning(s)

29. A formal written warning will be sent to the parent by letter to their home address. This letter will be signed by one of the Chief Operating Officer, Chief Executive, 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 RMAT's Records Management Policy. Where appropriate, more than one formal written warning letter may be issued.

Legal sanctions

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

Restricted communication plan

31. The parent may be issued with a communication plan. This will restrict the way the parent can communicate with RMAT 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 RMAT premises.

32. A parent's common licence to access RMAT 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

33. RMAT may seek an Injunction requiring the parent to desist from behaving in the manner in question.

Records

34. Records made under this policy including any correspondence, actions or decisions will be retained in line with RMAT's records management policy.
35. 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.

Appendix 1 – Equality Impact Assessment

Policy: Parent Code of Conduct

Date of Assessment: September 2026

Assessed by: COO

Purpose of the Policy: To establish clear expectations for behaviour by parents, carers and visitors when engaging with RMAT academies and Trust representatives. The policy aims to promote respectful relationships, safeguard the wellbeing of learners and colleagues, prevent abuse, harassment, and discrimination, and provide a proportionate framework for responding to unacceptable conduct.

Groups affected:

- Parents and carers.
- Family members acting on behalf of parents.
- Students
- Colleagues
- Trustees and LRB members
- Volunteers
- Contractors and visitors

Protected characteristics considered:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Potential Impacts:

Positive impacts:

- Promotes a safe, respectful, and inclusive environment for learners, colleagues, and visitors.
- Supports RMAT's commitment to dignity, equality, and mutual respect.
- Provides clear expectations regarding conduct, harassment, discrimination, and sexual harassment.
- Helps protect colleagues from abuse, intimidation, threatening behaviour, and third-party harassment.
- Establishes a transparent process for addressing concerns and restricting access where necessary.
- Supports safeguarding and health and safety obligations.

Negative impacts:

- Parents with disabilities, mental health conditions, autism spectrum conditions, learning difficulties, or communication needs may find some behavioural expectations or processes harder to understand or comply with.

- Parents whose first language is not English may experience barriers in understanding policy requirements or correspondence.
- Restricting access to school premises or communications may have a greater impact on some families, particularly where disability or caring responsibilities are present.
- There is a risk of unconscious bias when interpreting behaviour, particularly where cultural differences, protected characteristics or communication styles are involved.
- Behaviour linked to a disability or medical condition may be incorrectly treated as misconduct if individual circumstances are not considered.

Mitigation Actions:

- The policy will be applied fairly, consistently, and proportionately.
- Individual circumstances and protected characteristics will be considered before decisions are taken.
- Reasonable adjustments will be considered where a parent has a disability or medical condition.
- Alternative communication methods will be used where appropriate, including support for those with communication difficulties or limited English proficiency.
- Decision-makers will ensure that any restrictions imposed are necessary, proportionate, and based on evidence.
- All allegations of discrimination, harassment or sexual harassment will be taken seriously and investigated appropriately.
- Where concerns relate to behaviour arising from a disability, advice will be sought before determining appropriate action.

Monitoring and Review:

- Records of restrictions, warnings and exclusions issued under the policy will be maintained and reviewed periodically.
- Any complaints alleging discrimination, harassment or unfair treatment will be monitored to identify themes and trends.
- Significant incidents involving parents will be reviewed to identify any equality implications and opportunities for improvement.
- The policy will be reviewed at least annually, or sooner if legislation, guidance, or organisational requirements change.

Assessment Outcome:

No unlawful adverse impact identified. The policy is considered a proportionate means of promoting safety, respect, and effective working relationships across the Trust community. Reasonable adjustments and individual circumstances will be considered in its application.