

Parental Code of Conduct

Approved by:	HET Trust Board
Created:	September 2026
Amended:	
New review date:	September 2028

1. Aims of the policy

- 1.1. Humber Education Trust ('the trust') and its schools aim to provide the highest standard of education and care to all pupils and will work in partnership with parents and other stakeholders to achieve this aim.
- 1.2. In this policy, 'the school' refers to any school which is part of Humber Education Trust. 'Staff' refers to any member of staff employed by the school/Trust.
- 1.3. The school/Trust has a duty of care to both staff and pupils to ensure their safety and wellbeing and, as such, we will not tolerate parent behaviour that is unacceptable and has a detrimental effect on the good order and safety of any of its schools. This code of conduct outlines the behaviours that are deemed unacceptable and the action, including any necessary sanctions, that will be taken in response to any such behaviour.
- 1.4. This code of conduct should be read in conjunction the Trusts' Complaints Policy. Where the complaint is repetitious, vexatious or pursued in an otherwise unreasonable manner, this will be dealt with in line with the Complaints Policy.
- 1.5. In this policy, 'parent' means a parent, carer, or anyone with legal responsibility for a child. The principles in this document also apply to any other family members of pupils or other visitors to a school.
- 1.6. If a parent is acting in a voluntary capacity, for example as a local governor or as part of a school's PTA, they are still subject to the scope of this code of conduct as a parent.

2. Key principles

- 2.1. We believe that strong partnerships between families and schools are fundamental to ensuring children and young people thrive.
- 2.2. Parents and carers are a child's first educators and make a vital contribution to their learning, attendance, wellbeing and personal development. We value the views, experiences and support of parents and carers and are committed to working openly, honestly and collaboratively with them.
- 2.3. We are equally committed to ensuring that all pupils, staff, governors, trustees, volunteers, parents and visitors are treated with dignity, courtesy and respect.
- 2.4. Whilst we welcome constructive challenge and recognise the right of parents and carers to raise concerns, we will not tolerate behaviour that compromises the safety, wellbeing or professional integrity of members of our school communities.
- 2.5. Where unacceptable behaviour from a parent /carer occurs, the education and wellbeing of the child of the parent involved will not be compromised in any way by the application of this code of conduct.

2.6. Any decisions will be fully communicated to the parent with clear reasons for the decision taken.

2.7. Parents have the right to make representations about the action of the school.

2.8. Any restrictions will be time limited and subject to a review.

3. The scope and application of this code of conduct

3.1. This document covers unacceptable conduct which is committed by a parent:

3.1.1. in the school building or on the school site

3.1.2. by telephone to the school

3.1.3. by email to the school

3.1.4. on social media and any other public electronic media platforms (e.g. websites) referring to Humber Education Trust or the school or a member of staff

3.1.5. in any other setting which, in the reasonable opinion of the CEO, Headteacher or Chair of Governors/Trustees (or any person authorised by them), should be regulated by this code of conduct.

3.2. The following behaviours are considered unacceptable:

Unacceptable conduct

3.2.1. 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, or other)
- frequent, unwarranted and/or unnecessary correspondence which is hindering the proper running of the school/trust
- making deliberately false, malicious or vexatious accusations
- consumption of alcohol, use of illegal drugs on the school premises, or accessing a site whilst intoxicated
- any behaviour that violates the law or school policies
- incitement of others to do any of the above

This is not an exhaustive list but seeks to provide illustrations of such conduct. It will ultimately be for the school/Trust to determine whether conduct is deemed to be unacceptable.

- 3.2.2. Any form of communication that threatens the safety or well-being of staff or pupils will be taken seriously and addressed immediately, with the goal of protecting the safety and well-being of all members of our trust and school communities.

Covert recordings

- 3.2.3. Unless explicitly agreed in writing, the school/Trust does not consent to parents making audio or video recordings of any member of staff, trustee/local governor or school volunteer, including during in-person meetings, remote/virtual meetings or telephone conversations. Making covert recordings without the consent of members of staff is regarded as a breach of the relationship of mutual trust and confidence between the parent and the school.
- 3.2.4. If a parent is found to be recording a discussion, all members of staff have the right to terminate the meeting or telephone call on discovery.
- 3.2.5. A parent that records a member of staff, trustee/local governor or school volunteer, without consent may be issued with a restricted communication plan (see below).
- 3.2.6. If a parent is found to have recorded any audio or video footage on the school site without consent of any individual, this may result in the parent being immediately banned from a school's premises (see below) and the possible involvement of external agencies.

Inappropriate use of social media

- 3.2.7. The school/Trust encourages parents to approach staff with concerns and to make use of its Complaints Policy to escalate matters where necessary. We urge parents to refrain from expressing concerns about Humber Education Trust, its schools or its staff on social media sites. Expressing concerns on social media may damage the reputation of the school/Trust and the integrity of its staff may be unnecessarily called into question. Negative comments posted on social media can cause upset which is often counter-productive to the overall aim of educating and caring for pupils. Furthermore, comments made about individual members of staff may be considered defamatory or amount to cyber-bullying.
- 3.2.8. Should Humber Education Trust or one of its schools become aware that a parent is using social media to target the school/Trust or its staff, it may:
- 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

4. Procedures

Humber Education Trust 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 CEO, a Headteacher or Chair of Governors/Trustees (or any person authorised by them), that the severity of the behaviour warrants such a level of intervention.

Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff or others, the matter will be referred immediately to the police and/or Humber Education Trust's legal team for action.

4.1. Verbal warning

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.

4.2. Mediation meeting

Where appropriate, the parent may be asked to meet with the Headteacher of a school (or a person authorised by them) to discuss the matter in person.

4.3. Formal written warning(s)

A formal written warning will be sent to the parent by letter to their home address. This letter will be signed by the Headteacher or the Chair of Governors (or any person authorised by one or more of them). This letter will be retained for a period of twelve months and then in line with Humber Education Trust's Data Retention Policy. Where appropriate, more than one formal written warning letter may be issued.

4.4. Legal sanctions

If a parent commits serious or repeated breaches of the expected standard of behaviour as set out in this policy, the school/Trust may consider implementing one or more of the sanctions listed below:

4.4.1. Restricted communication plan

- The parent may be issued with a communication plan. This will restrict the manner in which the parent can communicate with Humber Education Trust and/or a school. 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

4.4.2. Ban from a School's premises

- A parent's common licence to access a school's 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 school. 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. The school will contact the police in the event of a parent breaching the ban.

4.4.3. An injunction under the Protection from Harassment Act 1997

- The school/Trust may seek an injunction requiring the parent to desist from behaving in the manner in question.

5. Monitoring and Review

The Headteacher will report to the local governing body on the number and type of incidents involving unacceptable behaviour displayed by parents, how these matters were handled and their outcomes.

6. Records

A record will be kept of any correspondence, action or decisions for a period of at least twelve months and then in line with Humber Education Trust's Data Retention Policy. 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 in the course of a school inspection
- an individual has a legal right to access their own personal data contained within such documentation
- under other legal authority.