



Parents and Carers Code of Conduct

Introduction

At Eden Park Academy, we value the partnership between school staff, parents, carers, and visitors in creating a supportive and inclusive learning environment. This code of conduct aims to ensure that everyone in our school community understands their responsibilities in fostering mutual respect, collaboration, and the safety of all individuals.

To achieve this, we set out clear expectations for behaviour:

- **Children:** Guided by our Behaviour Policy.
- **Staff:** Governed by our Staff Code of Conduct.
- **Parents, Carers, and Visitors:** Outlined in this Code of Conduct.

We recognise the diversity within our community and strive to accommodate individual and cultural needs with sensitivity and respect. By working together, we ensure that Eden Park Academy remains a welcoming, safe, and inclusive environment for everyone.

Expectations for Parents, Carers, and Visitors

We expect parents, carers, and visitors to:

- Respect the ethos, vision, and values of the school, modelling positive behaviour at all times.
- Work collaboratively with staff in the best interests of children.
- Treat all members of the school community with respect, using courteous language and conduct.
- Seek peaceful resolutions to all issues, approaching the appropriate member of staff with concerns.
- Correct their child's behaviour or those in their care if it could lead to conflict, aggression, or unsafe conduct.
- Promote punctuality, attendance, and engagement with their child's education.

Parental Responsibilities

As active partners in their child's education, parents and carers are encouraged to:

- Attend parent-teacher meetings and other school events to support their child's progress.
- Communicate promptly with the school regarding changes in circumstances or concerns.
- Assist their child in completing homework and maintaining school readiness.
- Follow the school's policies and procedures, including the Anti-Bullying Policy, Behaviour Policy, and Safeguarding Policy.

Unacceptable Behaviour

We will not tolerate behaviours that disrupt the safe and respectful atmosphere of the school, including but not limited to:

- Disruptive behaviour that interferes with the school's operations.
- Loud, offensive language, or displays of temper.
- Threatening, abusive, or aggressive actions towards staff, visitors, or other parents/carers.
- Defamatory, offensive, or libellous comments, including on social media.
- Approaching someone else's child to discuss or chastise them.
- Smoking, vaping, or consuming alcohol (outside of authorised events) on school premises.
- Unsafe parking practices outside the school gates, including on zigzag lines or blocking driveways.

Social Media and Online Conduct

We encourage positive engagement with the school on platforms such as Twitter. However, social media should never be used to:

- Publicly challenge school policies or decisions.
- Voice complaints or grievances against staff, parents, or children.
- Share defamatory, abusive, or personal comments.
- Identify or post images/videos of other children without consent.

For concerns raised on social media or in class WhatsApp groups, we ask parents to contact the school directly through appropriate channels.

Use of Class WhatsApp Groups

While independent of the school, we acknowledge the value of class WhatsApp groups for communication among parents. To ensure respectful use, please adhere to the following guidelines:

- Avoid using the group to air grievances or complaints.
- Refrain from private or political discussions.
- Be mindful of mutual respect and cultural sensitivity.

For official information, you will receive an email or refer to the school website.

Supporting Wellbeing and Inclusion

We are committed to fostering a positive environment for all members of the school community. This includes:

- Providing reasonable adjustments for individuals with disabilities or specific needs.
- Promoting cultural awareness and inclusivity through staff training and community engagement.
- Addressing bullying swiftly through the Anti-Bullying Policy and Behaviour Policy.

Raising Concerns

If parents or carers have concerns about their child's education or wellbeing, we encourage a resolution-focused approach:

1. Speak with the class teacher.
2. If unresolved, contact the Headteacher via the school office or email.
3. Follow the Complaints Policy for formal concerns.

Consequences of Breaching the Code

The school takes safeguarding and the wellbeing of its community seriously. Breaches of this code may result in proportionate action, such as:

- **Formal warnings** for minor breaches.
- **Bans from the school premises** for persistent or serious misconduct.
- **Legal action** for behaviours considered criminal, such as threats or violence.

In cases of exceptional circumstances (e.g., personal trauma affecting behaviour), the school will consider individual circumstances with sensitivity and discretion.

Monitoring and Review

This Code of Conduct will be reviewed annually with input from parents, carers, staff, and governors to ensure its continued relevance and effectiveness.

Let us all work together to make Eden Park Academy a model of respect, collaboration, and excellence.

