Code of Conduct for Parents/Carers

Approved by:	TCAT Trust Board	**Date:**	17 December 2025
Last reviewed on:	December 2025		
Next review due by:	December 2028		

1. Purpose

1.1 This Code of Conduct provides information to all parents/carers and visitors to our academies about the conduct that is expected of them both on school premises and on social media.

1.2 It sets out both what they should aim to do and how any inappropriate conduct will be addressed, so that we are all working in a spirit of partnership allowing professional relationships in an atmosphere of mutual understanding.

1.3 Tyne Coast Academy Trust (the Trust) is committed to ensuring that we treat people with respect, openness and care and we believe that children learn best in a safe and supportive environment based on respect and trust, and underpinned by an effective partnership between parents/carers, staff and the Trust.

1.4 High standards of behaviour are required of pupils/students and staff are expected to act professionally at all times, modelling the behaviour the Trust expects from its pupils/students.

1.5 The support of parents/carers is critical, and highly valued by our academies. We expect parents/carers, alongside staff to model the behaviour that we see in our children. This code of conduct reflects the Trust's expectations of parents/carers.

1.6 This code is supported by our Complaints Policy which is designed to handle parental concerns or complaints at the earliest possible stage, with a view to a mutually agreeable resolution and sustaining the spirit of partnership and atmosphere of mutual understanding that the Trust feels it vial to the success of its school communities.

2. The Trust's Expectations

2.1 The Trust expects parents/carers (and, where appropriate visitors and other adults authorised by parents/carers) to:

- Respect the caring ethos and values of our academies.
- Be tolerant of each other's views, beliefs and opinions.
- Work together with school staff for the benefit of their children.
- Treat all members of the school community with respect, using appropriate language and behaviour.
- Approach the school to help resolve any issues of concern. The involvement of other agencies such as the police, the local authority, children's services and Ofsted, is a parental right but we welcome and encourage open dialogue in the first instance to allow school staff to address the issue directly. The Trust firmly believes that this approach is the one most likely to produce a swift, meaningful and mutually agreeable outcome that fosters the spirit of partnership and embeds effective communication.
- Where appropriate, clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.

- Promote good pupil/student behaviour at all times, especially in public, where it could otherwise lead to conflict, aggressive or unsafe behaviour.
- Acknowledge that whilst it is inevitable that, at times, there will be conflict between pupils/students, we ask that parents support the Trust in ensuring that these incidents are dealt with safely and effectively by speaking to school staff rather than approaching the pupils/students or parents/carers, either directly or via social media to reprimand them.
- Understand that whilst email contact with staff may be used in Trust schools as a way to support communication, there is no expectation that staff must respond to emails within a specific timescale.
- Make all persons responsible for collecting their children aware of this policy.

3. General Considerations

3.1 Social media, website and online platforms are increasingly being used to fuel campaigns and complaints against schools, headteachers, individual staff members, and in some cases, other parents/carers or pupils/students.

3.2 The use of social media, websites and other online platforms is never in the best interests of pupils/students or the whole school community, and can seriously harm an individual's wellbeing.

3.3 Public communication regarding the school (e.g. on social media) should be factual and, where there is a concern, this concern should be shared with the school in the first instance to enable resolution.

3.4 Emails and phone messages can often be interpreted in different ways. We ask that before pressing send on an email and using the telephone you reflect on whether or not the email or call may be seen as abusive or threatening.

3.5 Electronic recordings of meetings or conversations are not normally permitted unless a disability or special need requires it. Prior knowledge and consent of all parties must be sought before meetings or conversations take place. Consent will be recorded in the minutes of the meeting taken.

3.6 The Trust expects that all staff will conduct meetings professionally and respectfully, ensuring that content, tone and language used is appropriate and is not in isolation something that would be the legitimate source of a formal complaint were the meeting recorded.

4. Inappropriate Behaviour

4.1 In order to support a peaceful and safe school environment, the Trust will not tolerate parents, carers or visitors behaving in a way that threatens or harms the wellbeing of our pupils/students or staff. This includes:

- Being disruptive, or other inappropriate behaviour which interferes or threatens to interfere with any of the academy's operation or activities, anywhere on the school premises.

- Approaching another parent/carer or pupil/student in order to discuss or reprimand them because of issues between pupils/students.
- Using loud, foul, abusive or offensive language.
- Threatening, in any way, a member of staff, visitor, fellow parent/carer or pupil/student.
- Using physical or verbal aggression towards another adult or child, including your own.
- Any other behaviour verbal or otherwise, which could be considered to be inappropriate, offensive or abusive.
- Defamatory, offensive negative, or derogatory comments regarding the academy or any of the pupils/students/parents/carers/staff at the academy or Trust on social media, forums, website or any other publicly accessible medium. Any comments or concerns should be raised with the academy directly.
- Frequent, unwarranted and/or unnecessary correspondence which is hindering the proper running or the Trust or its academies.
- Making deliberately false, malicious or vexatious accusations.
- Damaging or destroying academy property.
- Smoking, vaping, taking illegal drugs or consuming alcohol on academy premises.
- Entering academy premises whilst under the influence of alcohol or drugs.
- Driving unsafely on academy premises.
- Taking photographs, video or audio recordings with phones or other devices on academy premises without permission from the academy.
- Making complaints, negative comments or factually inaccurate statements about the academy on social media, forums, other websites or any other publicly accessible medium.
- Posting photographs of pupils/students taken on academy premises or on a trip or visit on social media without consent from parents/carers of the child/children depicted.
- Creating a social network page/forum in the name of the academy using official logos to imitate the academy or posting comments in the guise of the academy.
- Posting photographs of staff including photographs of staff made available on academy websites via social media, forums, other websites or any other publicly accessible medium.

This list is not exhaustive.

5. The Trust's Response

5.1 Where the Trust's expectations are not upheld, or inappropriate behaviour takes place, the initial response will usually involve a conversation with the parent/carer or visitor.

5.2 Where this is not sufficient to resolve the issue, the academy may have to consider further action which may include:

- Banning from premises for a fixed time.

- Restricting channels of communication (e.g. no longer allowed to email staff directly, single point of contact etc)
- Reporting defamatory or abusive comments to site admins in relation to posts on social media, forums, websites or other online platforms.
- Requesting the immediate removal of comments, photographs or other media that constitutes a breach of the code.
- Warning letters being issued in relation to breaches of the code.
- Contacting the police or seeking legal redress through the courts.

5.3 In the event that any pupil/student or parent/carer is found to be posting defamatory comments on social media or elsewhere on the internet, they will be reported to the appropriate 'report abuse' section of the social network or website. It is likely that the police will also be informed.

5.4 The safety and wellbeing of the school community is paramount and the Trust takes the issue of cyber bullying by a pupil/student or a parent/carer to publicly humiliate another parent/carer, pupil/student, member of staff or volunteer as a serious violation of this code and will deal with this as a serious incident of bullying.

5.5 In some cases, it may be necessary to make a referral to children's services if the behaviour of a parent/carer or visitor indicates that they may be unsafe around children.

6. Banning from Premises

6.1 The public has no automatic right of entry to any academy in the Trust. The academy will therefore act to ensure they remain a safe place for pupils/students, staff and other members of their community.

6.2 If a parent's/carer's behaviour is a cause for concern, a senior leader can ask him/her to leave the academy premises. In some serious cases, the Headteacher can notify them in writing that their implied license to be on academy premises has been temporarily revoked subject to any representations that the parent/carer may wish to make to the Headteacher.

6.3 During the barring period, all contact will go through a named member of staff either by email or telephone.

6.4 The Headteacher's decision to bar will be reviewed by the Trust's Executive Leadership Team. They will take into account any representations made by the individual and decide whether to either confirm or lift the bar. If the decision is confirmed, the individual will be notified in writing, explaining:

- how long the bar will be in place.
- when the decision will be reviewed.

6.5 Once any representations from parents regarding the decision have been considered and the process completed, individuals may be able to apply to the

Civil Courts. Individuals wishing to exercise this option should seek independent legal advice.

6.6 Any ban should be reviewed at the end of the agreed timescale.

6.7 The DfE Guidance on Controlling Access to School Premises provides further guidance on access to school premises.

7. Legal Framework

7.1 This policy has due regard to legislation, statutory guidance, including but not limited to:

- Controlling Access to School Premises
- Keeping Children Safe in Education 2025
- Working Together to Safeguard Children 2023

8. Monitoring and Review

The Trust monitors the implementation of this policy and will review the policy every three years. The policy will be approved by the Trust Board.

Version Number	Purpose/Change	Author	Approval	Date
1	Policy first developed as a Trust wide policy.	M Dobrianski Chief Operating Officer	Trust Board	17/12/2025