



Wembley
Multi-Academy
Trust

ACHIEVEMENT FOR ALL



PARENT CODE OF CONDUCT

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NORTH BRENT SCHOOL MISSION STATEMENT

Our mission is to deliver 'Achievement for All', one child at a time. We do this by creating a dynamic and inclusive learning environment where every student is empowered to achieve the grades that unlock the doors of opportunity. Driven by our core values of hard work, ambition, resilience, empowerment, diversity, and helping others, we believe that academic excellence is the golden ticket to success. We are committed to equipping our students with the skills, knowledge, and love of learning that they need to excel, ensuring they have the confidence and capability to shape a better world. Through perseverance and collaboration, our students will not only achieve their personal goals but also become compassionate leaders who inspire positive change.

Purpose and Scope

North Brent School is committed to fostering a safe, respectful, and inclusive environment where pupils, staff, and families work together to support students' education and wellbeing.

To maintain this positive and supportive environment, all members of the school community must behave in a manner that upholds our ethos, values, and expectations. This includes staff (through the Staff Code of Conduct), pupils (through the School Code of Conduct), and parents and carers through this **Parent Code of Conduct**.

The purpose of this policy is to:

- Define expected standards of behaviour from parents, carers, and visitors
- Outline unacceptable conduct and the consequences of breaching expectations
- Promote positive collaboration between home and school
- Protect staff and pupils from abuse, intimidation, and disruption

For the purposes of this policy, the term 'parent' refers to:

- Any individual with parental responsibility, including elder siblings and relatives
- Anyone caring for a child; including grandparents, foster carers or childminders

Expectations of Parents and Carers

Parents and carers are expected to:

- Respect the School's ethos, vision, and values
- Work constructively with school staff in the best interests of their child
- Set a good example for pupils through speech, behaviour, and attitude
- Support the School in maintaining high standards of behaviour and discipline
- Communicate respectfully with staff at all times, whether in person, via telephone, email, or other platforms
- Resolve concerns through the proper channels and follow the correct procedures for arranging meetings with staff
- Correct their child's behaviour if it impacts others in the school community, particularly in public or social settings
- Support the school in upholding the School Code of Conduct where their child is concerned
- Respect the authority and professional judgement of school staff

All communication with the school should be courteous and constructive. Concerns must be raised calmly and reasonably, following the appropriate complaint procedures when necessary.

Behaviour that Will Not Be Tolerated

North Brent School has zero tolerance for any form of abusive, aggressive, or threatening behaviour. The following are examples of conduct that will not be tolerated under any circumstances:

- Disrupting, or threatening to disrupt, school operations (e.g. drop-off/pick-up, events, meetings, school functions, or fixtures)
- Swearing, shouting, or using aggressive or offensive language
- Threatening behaviour or intimidation toward any member of staff, pupil, or another parent
- Sending abusive, aggressive, or threatening messages (including via text, email, voicemail, or social media)
- Making defamatory, offensive, or derogatory comments about the school, staff, pupils, or families on any platform, including social media
- Use of physical punishment against a child while on school premises
- Attempting to discipline or confront another person's child – all concerns must be reported to school staff
- Aggressive or hostile behaviour in writing, online, or in person
- Smoking, drinking alcohol, or being under the influence of drugs on or around school grounds
- Possessing or using illegal substances, including legal highs, on school property
- Bringing dogs or other animals onto the school site (except guide dogs)

Any behaviour that causes distress, fear, or anxiety to staff, pupils, or other members of the community will be treated seriously and responded to appropriately.

Breaching the Code of Conduct

Where the behaviour of a parent or carer breaches this Code of Conduct, the school will respond in a proportionate and appropriate manner. This may include:

- Gathering accounts from staff, witnesses, and other relevant individuals
- Communicating directly with the parent involved to discuss concerns
- Issuing a formal **warning letter**
- Inviting the parent to a meeting with a senior leader or the Headteacher
- Contacting external agencies or authorities in cases of criminal or abusive behaviour
- Seeking legal advice and contacting the local authority regarding defamation or slander
- **Banning the parent from the school site**, either temporarily or permanently, under Section 547

The final decision on action taken will rest with the **Headteacher**, who will consult the **Chair of Governors** before issuing a ban.

The school will maintain accurate records of all incidents and correspondence.

Appendix 1: Model Letters

Initial Warning Letter from the Headteacher

To be used following a breach of the Parent Code of Conduct.

Dear [Parent/Carer's Name],

I am writing regarding your behaviour on [insert date and time] at [location/event].

[Insert summary of the incident, including how it impacted staff, pupils, or other parents.]

We expect all members of the school community, including parents, to uphold a respectful and safe environment at all times. Your conduct is not in line with the standards outlined in our Parent Code of Conduct. A copy is attached for your reference.

We are committed to resolving concerns calmly and respectfully. Please consider this a formal warning that any further breaches may result in more serious action, including a ban from the school premises.

If appropriate:

I would like to invite you in for a meeting to discuss this matter further and ensure a positive way forward. Please contact the school office on 0208 373 6419 to arrange an appointment.

Yours sincerely,

Mr E. Martin
Headteacher

Letter Banning a Parent from the School Site

To be used in serious or repeated cases of unacceptable behaviour.

Dear [Parent/Carer's Name],

Following consultation with the Chair of Governors, I am writing to inform you that you are banned from entering the school site until **[insert date]**.

This action has been taken due to the following breaches of our Parent Code of Conduct: **[Insert specific incidents, dates, locations, and impact on the school community].**

Despite previous correspondence and opportunities to address your conduct, there have been further unacceptable behaviours that leave us with no alternative.

If you attempt to enter the school premises during this period, we will contact the authorities and you may be prosecuted under **Section 547 of the Education Act 1996**.

If you wish to raise a formal complaint, you may do so by following our school's Complaints Procedure, available on the school website.

Yours sincerely,

Mr E. Martin
Headteacher