

School Engagement Expectations

For parents, guardians and carers

1. INTRODUCTION

We are very fortunate at the Quantock Education Trust, to have supportive and friendly parent/carers body.

Educating children is a process that involves partnership between parents/carers, class teachers and the school community, and for these reasons we continue to welcome and encourage parents and carers to participate fully in the life of our school. We also appreciate the importance of clear, courteous and timely communications being a fundamental part of home school/Trust partnership working.

Our approach to parent partnership is underpinned by our core five values:

- **Uniqueness:** We commit to respecting and protecting the diverse and unique qualities of each individual and of each school in our Trust community, celebrating the similarities and differences between our Christian and non-Christian schools.
- **Community:** We listen to, influence and play an active role in our communities.
- **Aspiration:** We raise standards and provide opportunity for developing talents in all areas of life.
- **Respect:** We respect and celebrate the value and preciousness of each individual.
- **Equity:** We aim to enrich the unique life opportunities for all, overcoming barriers and achieving goals.

2. PURPOSE AND SCOPE

At Quantock Education Trust (QET), we believe it's important to:

- Work in partnership with parents and carers to support their child's learning.
- Create a safe, respectful and inclusive environment for students, staff and parents/carers.
- Model appropriate behaviour for our students at all times.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the [Staff Code of Conduct](#)) and students (through our [Behaviour and Ethos Policy](#)).

This code of conduct aims to strengthen our parent/carers and school/Trust partnership by setting guidelines on appropriate behaviour.

We use the term 'parents/carers' to refer to:

- Anyone with parental responsibility for a student (such as a parent, guardian, carer)
- Anyone caring for a child (such as grandparents or child-minders)

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- Anyone representing the parent of a child.

3. OUR EXPECTATIONS OF PARENTS AND CARERS

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our schools and Trust.
- Work together with staff in the best interests of our students.
- Maintain reasonable expectations for staff response to general communications (five working days).
- Treat all members of the school community with respect – setting a good example for our children with speech and behaviour.
- Try to seek reasonable solutions to all issues.
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct.
- Parents and carers are kindly asked not to contact one another directly regarding concerns about other children's behaviour, including when representing the school (e.g. during trips, events, or activities). Any concerns should be shared with the school, who will ensure they are addressed appropriately and sensitively.
- Approach the right member of school/Trust staff to help resolve any issues of concern, following up if an appropriate response has not been received.

4. BEHAVIOUR THAT WILL NOT BE TOLERATED

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches).
- Swearing, or using offensive language.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent or student, regardless of whether or not the behaviour constitutes a criminal offence.
- Displaying a temper, or shouting at members of staff, students or other parents.
- Damaging or destroying school property.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication.
- Inciting children to misbehave or disregard school rules deliberately.
- Unreasonable demands upon school staff to respond to a parental query, or expectations for staff to communicate outside of normal working hours.
- The school does not permit electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved, and in agreement with senior leaders.
- Attempting to blackmail or threaten staff members.
- Making serial and unreasonable complaints (please see [Complaints Policy](#)).
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms (Please see section 5 below).
- Use of physical punishment or verbal abuse against your child while on school premises.
- Any aggressive behaviour (including verbally or in writing) towards another child or adult.

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- Approaching or disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event).
- Possessing or taking drugs (including legal highs).
- Harassment on account of race, gender, disability or sexual orientation towards staff, pupils or parents/carers is unacceptable and is not tolerated within the school environment.

5. INAPPROPRIATE USE OF SOCIAL MEDIA

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/carers/students. The Governors and Trustees consider the use of social media websites or apps being used in this way as unacceptable and not in the best interests of the students or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to the appropriate member of staff, so they can be dealt with fairly, appropriately and effectively for all concerned.

'Think before you post' - We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents/carers or children. When comments are made publicly, the school will contact parents wherever possible, to address, resolve and support.

6. BREACHING THE CODE OF CONDUCT

If the school suspects, or becomes aware, that a parent/carer has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident. Depending on the nature of the incident, the school may then respond by:

- Ask the parent/carer to leave the site immediately.
- Ending a meeting of any kind, including telephone calls if unacceptable behaviour is being displayed.
- Not responding to communications that are offensive, derogatory or abusive.
- Send a warning letter to the parent/carer.
- Limit contact by allocating one key staff member to communicate with.
- Invite the parent/carer into school to meet with a senior member of staff or the headteacher.
- Contact the appropriate authorities (in cases of criminal behaviour, or behaviour that we consider presents a safeguarding risk).
- Seek advice from the QET legal team regarding further action (in cases of conduct that may be libellous or slanderous).
- Ban the parent/carer from the school site.*

We trust that parents will assist our schools with the implementation of this policy, and we thank you for your continued support of our schools. Our schools will always respond to an incident in a

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proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher, who may also seek advice and guidance from their Governors and/or Trustees.

*The Headteacher will always consult the CEO and Chair of Governors before banning a parent/carers from the school site. The decision to ban would only be taken as a last resort. Bans would be time limited and subject to review.

Links to other related policies

- [Raising Concerns and Complaints Policy](#)
- [Governors Code of Conduct](#)
- [Staff Code of Conduct](#)
- [Behaviour and Ethos Policy](#)