The Pace Centre

Parent Code of Conduct

This Code of Conduct was approved by the Governing Body on 26th November 2024

Chair of Trustees adopted on 27th November 2024

Version	Date of review	Amends	Owner
Version 1	June 2023		Claire Smart
Version 1.2	November 2024		Claire Smart
Version 2	July 2025	Total rewrite: defined triggers, define time lines and actions, defined ownership and action, trauma informed language.	CEO Approved by trustees
Version2.1	July 2026	3.4.2 – rewrite due to misaligned information – only teachers are protected by the education act 2011. Other staff have other legal protections. Removal of Class dojo and parent mail references: addition of MCAS	CEO

Legal Frameworks

Education Act 2011

Defamation Act 2013

Data Protection Law

Harassment Legislation

Employment and Safeguarding Guidance

Keeping children safe in education

Relevant Policies

Communication Charter

Complaints Policy

Data Retention Policy

Safeguarding

Staff code of conduct

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1. Aims of the Policy

1.1 The Pace Centre ("the School") is committed to fostering an environment where all students can reach their full potential and confidently engage with the world. We prioritise collaboration with parents and other stakeholders to realise this vision. Recognising our duty of care, the School is dedicated to ensuring the safety and well-being of both staff and students. We strive to address any parent behaviour that may negatively impact the harmonious and safe environment we endeavour to maintain. This policy outlines behaviours considered unacceptable and the supportive measures available to address such situations.

1.2 This policy should be interpreted in conjunction with the School's Complaints Procedure.

1.3 For the purposes of this policy, 'parent' encompasses a parent, carer, or any individual with legal responsibility for a child. The principles herein also apply to other family members of students or visitors to the School.

1.4 Parents acting voluntarily, such as Trustees or participants in the School's PPP, remain subject to this policy as parents.

1.5 In this policy, social media refers to any platform, application, or medium used for public communication.

2. Key principles

2.1 The partnership between parents and the School is crucial for ensuring the success and well-being of all students.

2.2 The education and well-being of the child involved will not be compromised by the application of this policy.

2.3 Decisions will be communicated clearly to parents, with transparent reasoning provided.

2.4 Parents retain the right to express their views regarding actions taken by the School.

2.5 The safety and well-being of all individuals are paramount.

2.6 Interactions must be respectful, collaborative, constructive and supportive.

2.7 Understanding and empathy are encouraged at all times by all parties.

2.8 Any restrictions imposed will be temporary and subject to review.

3. The Scope and Application of this Policy

3.1 This policy addresses behaviours by a parent that may cause harm or distress, in the following contexts:

- Within the School buildings or on the School premises, where the safety and well-being of all individuals are paramount
- Through telephone communications with the School, ensuring respectful and supportive interactions
- Via email correspondence with the School, where understanding and empathy are encouraged
- During teams calls or messages, promoting a collaborative and respectful virtual environment
- On school applications such as EFL My Child at school (MCAS), or any other platform used for parent communication, fostering positive and constructive dialogue
- On social media and other public electronic media platforms (e.g., websites) when referring to the School or a member of the School's staff, ensuring respectful and considerate discourse
- In any other setting which, in the reasonable and compassionate judgment of the Headteacher, CEO, or Chair of Trustees, warrants regulation under this policy to maintain a supportive and safe community

3.2 Unacceptable conduct

3.2.1 Unacceptable conduct encompasses participation in or encouraging others to take actions that may impact the safety and well-being of individuals. Inclusive of but not limited to the behaviours list below:

- Any actions that contravene the law or School policies
- Excessive, unwarranted, or unnecessary communication that disrupts the effective operation of the School
- Bringing dogs that are not under control onto the school premises
- Taking photographs of staff or children other than your own, without consent
- Posting photograph that you do not own, that you do not have consent to you on social media or other public platforms
- Making accusations that are knowingly false, malicious, or vexatious

    - Consumption of alcohol (except when permitted at designated events) or use of illegal or legal intoxicating substances on School premises, or being on School premises while under the influence
- Conduct or language that discriminates based on gender, race, or other characteristics
- The use of language that is abusive, offensive, or threatening
- Engagement in harassment, bullying, or actions that cause distress
- Verbal or written expressions that imply violence or harm
- Behaviours that are aggressive or disruptive
- Acts of intimidation, coercion, or humiliation
- Possession of items which are harmful or threatening such as knives, weapons, fireworks, etc.
- Any form of physical violence, including damage to property or harm to individuals

3.3 Covert recordings

3.3.1 The School prioritises a respectful and trusting environment for all interactions. To maintain this atmosphere, parents must not make audio or video recordings of any member of staff, Trustee, or school volunteer without explicit written consent. This includes recordings during in-person meetings, remote/virtual meetings, or telephone conversations. Covert recordings can disrupt the mutual trust and confidence we strive to build between parents and the school community.

3.3.2 In the event that a parent is discovered to be recording a discussion without consent, staff members have the right to respectfully pause or terminate the meeting or telephone call. We encourage open communication and will be happy to reschedule the meeting under mutually agreeable circumstances.

3.3.3 Should a parent record a member of staff, Trustee, or school volunteer without prior consent, a restricted communication plan may be implemented to ensure that future interactions are conducted in a manner that respects the dignity and privacy of all parties involved.

3.3.4 Recording any audio or video footage without the consent of those involved is not permitted. Such actions may lead to the parent being temporarily restricted from accessing the School's premises, and may necessitate the involvement of external agencies to address the matter appropriately.

We understand that trust is foundational to our community, and we are committed to addressing any concerns parents may have in a manner that respects everyone's privacy and dignity.

3.4. Inappropriate use of social media

3.4.1 The School recognises the importance of open and compassionate communication between parents and staff. We encourage parents to approach staff with any concerns they might have and to utilise the School's Complaints Procedure to address and escalate matters in a supportive and constructive manner when necessary. We kindly ask parents to refrain from expressing concerns about the School or its staff on social media sites, WhatsApp groups, or other communication platforms. Sharing concerns in these public forums can inadvertently harm the School's reputation and may unfairly question the integrity of its staff, potentially leading to distress for all parties involved. Negative comments posted online can cause emotional upset and may hinder the collaborative efforts essential for the educational growth of students. Moreover, comments directed at individual staff members may will be a breach to privacy and could break data protection law. It can perceived as defamatory or akin to cyber-bullying, which can have significant emotional impacts and legal ramifications.

3.4.2 We ask all members of the community not to publish allegations or identifying information about any Pace employee while concerns or investigations are ongoing. In some circumstances, the publication of identifying information about teachers who are subject to allegations may constitute a criminal offence under the Education Act 2011. In addition, the publication of false, defamatory, harassing or unlawful personal information about any member of staff may result in legal action. We therefore ask all members of the community to respect the confidentiality of any investigation and avoid discussing allegations on social media or other public forums

Should the School become aware that a parent is using social media to target the School, its staff or other persons covered by this code of conduct, the School may take the following supportive and protective actions:

- Report the post(s) to the relevant social networking site
- Reach out to the parent or social media page owner to request the post be edited or removed, fostering a respectful dialogue
- Implement a restricted communication plan with the parent to ensure productive and respectful communication (see below)
- Where necessary and appropriate, inform law enforcement or other relevant agencies to ensure the safety and well-being of all involved
- This approach is designed to protect the emotional well-being of all community members while fostering a respectful and supportive environment

4. Procedures

The School is committed to employing a range of compassionate and supportive strategies when engaging with any parent who displays unacceptable behaviour. While these procedures are outlined sequentially in the policy, they may be initiated at any stage if, in the considered judgement of the Headteacher, CEO, or Chair of Trustees, the severity of the behaviour necessitates such intervention. The School prioritises a respectful and empathetic approach, understanding that past experiences, frustration and stress may influence behaviour.

In situations where behaviour is extremely severe and poses an immediate threat to the safety and welfare of staff or others, the matter will be referred to the police and/or the School's legal team for appropriate action.

4.1 Verbal Warning

A parent exhibiting concerning behaviour will be approached with sensitivity and asked to desist. They will be offered the opportunity to discuss the matter in person, in a supportive environment, to understand the underlying issues and seek a resolution.

4.2 Mediation Meeting

Where deemed appropriate, the parent may be invited to a mediation meeting with the Headteacher (or an authorised representative). This meeting aims to facilitate open dialogue, allowing the parent to express their concerns and work collaboratively towards a positive outcome.

4.3 Formal Written Warning(s)

If necessary, a formal written warning will be issued to the parent, sent to their home address. This communication will be crafted with care, signed by the Headteacher or Chair of Trustees, and shared with relevant internal parties to ensure a consistent and informed response. The letter will be retained for twelve months, in accordance with the School's Data Retention Policy. Additional written warnings may be issued if appropriate.

4.4 Sanctions

In cases of serious or repeated breaches of expected behaviour standards, the School may consider implementing one or more of the following trauma-informed sanctions:

A. Restricted Communication Plan

A communication plan may be developed to guide interactions with the School. This plan will be designed to support clear and constructive communication. Restrictions will not get in the way of communications that allow the school to deliver daily duty of care to the child. Nor will they prevent parents from being able to engage with the school in transparent communications, but they will allow Pace to support staff in managing their time, resources and wellbeing. Creating space to focus on the day-to-day running of the school and ensure resources are available to reach resolutions, which may include:

- Specifying the preferred form of contact (e.g., written communication only)
- Designating a single point of contact within the School
- Create limits to volume of communications or requests to be sent in specific period
- Communications may be redirected to a specific inbox, triaged and managed to allow staff to access them at a time where they have capacity to respond (in line with the 2025 communication charter)
- Limiting telephone interactions to specified days and times
- Encouraging communication in writing to ensure clarity and understanding

B. Ban from the School Premises

In certain circumstances, a parent's access to the School premises may be restricted for a specified period. The School will work with the parent to build good boundaries so that the ban can be lifted at the soonest possible point.

5. Monitoring and Review

The Headteacher will periodically provide updates to staff and report to the Governing Body on an annual basis, or sooner if requested by the Chair of Trustees. These reports will include an overview of incidents involving unacceptable behaviour exhibited by parents. The Headteacher will ensure that these matters are addressed with empathy and care, considering the potential underlying trauma that may influence such behaviours. The reports will also outline the strategies employed to handle these situations and the outcomes achieved, with a focus on fostering a supportive and understanding environment for all parties involved.

6. Records

We are committed to maintaining a sensitive and respectful approach in handling all correspondence, actions, and decisions. Records will be securely retained for a minimum of twelve months, in accordance with the School's Data Retention Policy. We assure you that all correspondence, statements, and records related to individual matters will be treated with the utmost confidentiality. Disclosure will only occur under the following circumstances:

- If access is requested by the Secretary of State
- If required during a School inspection
- If an individual exercises their legal right to access their personal data within such documentation
- If mandated by other legal authorities

We prioritise your privacy and the emotional well-being of all involved in all our processes.

Review Date: July 2027

Owner: Headteacher/CEO