

# LUTTERWORTH HIGH SCHOOL



## PARENT CODE OF CONDUCT

Reviewed: By the Full Governing Board Committee

Adopted: By the Governing Board on 24<sup>th</sup> March 2026

Signed: Chairs of Governors: Carmella Hunt

Date: 24<sup>th</sup> March 2026

Signed: Headteacher: Julian Kirby

Date: 24<sup>th</sup> March 2026

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Policies linked to:

Complaints		

## **1 Why a Code of Conduct?**

Our staff, students, parents/carers and governing board are a community working together to give our children the best education that we can offer and provide opportunities to develop and be the best people that they can be. Staff, students and parents/carers have clear codes of conduct through the policies and procedures we follow. This is a code of conduct for parents/carers. It sets out clearly how we can work together in a positive way to achieve a happy, safe environment to support our children's learning and fulfils the Academy's Vision and Ethos.

We are very fortunate to have a supportive and friendly parent body. Our parents/carers recognise that educating children is a process that involves partnership between parents/carers, school staff teachers and the school community. As part of that partnership, our parents/carers will understand the importance of a good working relationship to equip children with the necessary skills for their journey in to adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our Academy.

The purpose of this policy is to provide a reminder to all parents/carers, carers and visitors to Lutterworth High School about their expected conduct. This is so that the whole school community can continue to flourish, progress and achieve in an atmosphere of mutual understanding and respect.

## **2 Aims of the Policy**

- 2.1 Lutterworth High School Academy Trust ("the Academy") is dedicated to ensuring that all students achieve their potential and will work in partnership with parents/carers and other stakeholders to achieve this aim. The Academy also has a duty of care to both staff and students to ensure their safety and wellbeing. The Academy will not tolerate parent behaviour that is unacceptable and has a detrimental effect on the good order and safety of the Academy. This policy outlines the behaviours that are unacceptable and what consequences are available to deal with such behaviour. The Academy aims to provide an inclusive, all-round education for all students as enshrined in our [Vision and Ethos](#) and everything that goes on within the Academy is for the benefit of all students.
- 2.2 This policy should be read in conjunction with the Academy's Complaints Procedure. Where it is the case a complaint is repetitious, vexatious or pursued in an otherwise unreasonable manner, this will be dealt with under the Complaints Procedure.
- 2.3 In this policy, 'parent' means a parent, carer, or anyone with legal responsibility for a child. The principles in this policy also apply to any other family members of students or other visitors to the Academy.
- 2.4 If a parent is acting in a voluntary capacity, for example as a governor, they are still subject to the scope of this policy as a parent.

## **3 Key principles**

- The parent/school partnership is fundamental to securing the success and wellbeing of all our students.

- The education and wellbeing of the child of the parent involved will not be compromised in any way by the application of this policy.
- Any decisions will be fully communicated to the parent with clear reasons for the decision taken.
- Parents have the right to make representations about the action of the Academy.
- Any restrictions will be time limited and subject to a review.

#### **4 The Scope and Application of this Policy**

4.1 This policy covers unacceptable, unreasonable and vexatious behaviour that is committed by a parent:

- in the Academy buildings or on the Academy site
- by telephone to the Academy
- by email to the Academy
- on social media and any other public electronic media platforms (e.g. websites) referring to the Academy or a member of the Academy's staff
- sports fixtures at the Academy or away school or sporting venue.
- in any other setting which, in the reasonable opinion of the Headteacher or Chair/Co-chair of Governors, should be regulated by this policy.

4.2 The following behaviours are considered unacceptable by the Academy:

##### **Unacceptable conduct**

4.2.1 Unacceptable conduct includes:

- verbal or written threats of violence or harm
- swearing or the use of other abusive, offensive or threatening language
- intimidation, coercion or humiliation
- aggressive or disruptive behaviour
- harassment, bullying or causing distress
- physical violence, including damage to property or injury to individuals
- discriminatory conduct or use of discriminatory language (sexist, racist, other)

- frequent, unwarranted and/or unnecessary correspondence which is hindering the proper running of the Academy
- making deliberately false, malicious or vexatious accusations
- consumption of alcohol (unless alcohol has been allowed at a specific event) or use of illegal drugs on the Academy's premises, or accessing the Academy's premises whilst intoxicated
- any behaviour that violates the law or school policies
- incitement of others to do any of the above

This is not an exhaustive list but seeks to provide illustrations of such conduct. It will ultimately be for the Academy to determine whether conduct is deemed to be unacceptable.

### **Unreasonable and vexatious behaviour**

4.2.2 Personal conduct that may be considered vexatious and unreasonable includes:

- Making groundless complaints
- Making an excessive number of contacts over a short period of time
- Insisting on immediate responses
- Personal attacks on staff – including use of social media
- Using threats of legal action/threats of reporting to Ofsted/external agencies in order to control or intimidate staff
- Reopening issues that have already been responded to/dealt with

This is not an exhaustive list but seeks to provide illustrations of such conduct. It will ultimately be for the Academy to determine whether conduct is deemed to be unreasonable or vexatious.

4.2.3 Any form of communication that threatens the safety or well-being of staff or students will be taken seriously and addressed immediately, with the goal of protecting the safety and well-being of all members of the school community.

### **Covert recordings**

4.2.4 Unless explicitly agreed in writing, the Academy does not consent to parents making audio or video recordings of any member of staff, trustee/governor or school volunteer, including during in-person meetings, remote/virtual meetings or telephone conversations. Making covert recordings without the consent of

members of staff is regarded as a breach of the relationship of mutual trust and confidence between the parent and the school.

- 4.2.5 If a parent is found to be recording a discussion, all members of staff have the right to terminate the meeting or telephone call on discovery.
- 4.2.6 A parent that records a member of staff, trustee/governor or school volunteer without consent may be issued with a restricted communication plan (see below).
- 4.2.7 If a parent is found to have recorded any audio or video footage on the school site without consent of any individual, this may result in the parent being immediately banned from the Academy's premises (see below) and the involvement of external agencies.

### **Inappropriate use of social media**

- 4.2.8 The Academy encourages parents to approach staff with concerns and to make use of the Academy's Complaints Procedure to escalate matters where necessary. We urge parents to refrain from expressing concerns about the Academy or its staff on social media sites. Expressing concerns on social media may damage the reputation of the Academy and the integrity of its staff may be unnecessarily called into question. Negative comments posted on social media can cause upset and is often counter-productive to the overall aim of educating students. Furthermore, comments made about individual members of staff may be considered defamatory or amount to cyber-bullying.
- 4.2.9 It is a criminal offence to publish information which would likely lead to the identification of a teacher who is subject to an allegation of misconduct until such time as they are charged with an offence, or the Secretary of State for Education publishes information about the teacher in connection with a disciplinary case (Education Act 2011). All members of the community need to be aware of the importance of not publishing named allegations against teachers online as this can lead to prosecution and a fine.
- 4.2.10 Should the Academy become aware that a parent is using social media to target the Academy or its staff, it may:
- report the post(s) to the relevant social networking site
  - contact the parent or social media page owner to require the post to be edited or removed
  - issue the parent with a restricted communication plan (see below)
  - where appropriate, inform the police or other relevant agencies

## **5 Procedures**

The Academy has a range of strategies to employ with any parent who engages in unacceptable behaviour. Whilst these sanctions are set out in the policy by way of a sequential process, they can be initiated at any stage if, in the reasonable judgement of the Headteacher or Chair/Co-Chair of Governors, the severity of the behaviour warrants such a level of intervention.

Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff or others, the matter will be referred immediately to the police and/or the Academy's legal team for action.

### **5.1 Verbal warning**

A parent who displays any of the behaviour as described above will be asked to desist and offered the opportunity to discuss the matter in person.

### **5.2 Mediation meeting**

Where appropriate, the parent may be asked to meet with the Headteacher (or a person authorised by them) to discuss the matter in person.

### **5.3 Formal written warning(s)**

A formal written warning will be sent to the parent by letter to their home address. This letter will be signed by the Headteacher or Chair/Co-Chair of Governors and circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. This letter will be retained for a period of twelve months and then in line with the Academy's Data Retention Policy. Where appropriate, more than one formal written warning letter may be issued.

### **5.4 Legal sanctions**

If a parent commits serious or repeated breaches of the expected standard of behaviour as set out in this policy, then the Academy may consider implementing one or more of the sanctions listed below.

#### **A Restricted communication plan**

The parent may be issued with a communication plan. This will restrict the manner in which the parent can communicate with the Academy. This may include:

- Requiring contact in a particular form (e.g. in writing only)
- Limiting contact to one member of staff or a specific email address
- Restricting telephone calls to specified days and times
- Restricting communication to written format only

#### **B Ban from the Academy premises**

A parent's common licence to access the Academy's premises can be removed or restricted for a specified period. In such circumstances, parents may need to make alternative arrangements for bringing their child into school. Any entry onto the site in contravention of such a ban and where a nuisance is caused would be a criminal offence under section 547 of the Education Act 1996. Any parent in breach of the ban will be removed from the premises by the police or an authorised member of staff.

C An injunction under the Protection from Harassment Act 1997

The Academy may seek an injunction requiring the parent to desist from behaving in the manner in question.

## **6 Monitoring and Review**

The Headteacher will report to staff from time to time and to the Governing Board annually, or earlier if the Chair/Co-Chair so determines, on the number and type of incidents involving unacceptable behaviour displayed by parents, how these matters were handled and their outcomes.

## **7 Records**

A record will be kept of any correspondence, action or decisions for a period of at least twelve months and then in line with the Academy's Data Retention Policy. Correspondence, statements and records relating to individual matters will be kept confidential except where:

- access is requested by the Secretary of State
- disclosure is required in the course of an Academy inspection
- an individual has a legal right to access their own personal data contained within such documentation
- under other legal authority