



**The Island  
Learning Trust**

# **Parent Code of Conduct**

Reviewed: April 2026

## **1. Purpose and scope**

At The Island Learning Trust, we believe it is important to:

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

We encourage partnerships with our parents and work hard to maintain mutual respect in recognition of our shared responsibility for our children. All schools within our trust have a home school agreement that makes it clear we have parental involvement and seek to maintain proactive and positive working relationships for the benefit of all.

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 pupils (through our nurturing relationships & behaviour policy).

This code of conduct aims to support our schools to work together with parents by setting guidelines on appropriate behaviour.

The Island Learning Trust views abusive, intimidating, or aggressive behaviour towards staff or pupils as a safeguarding concern under Keeping Children Safe in Education (KCSIE).

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

## **2. Our expectations of parents and carers**

We expect parents, carers, and other visitors to:

- Respect the ethos, vision, and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution 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
- Approach the right member of school staff to help resolve any issues of concern
- Communicate respectfully with staff and understand that responses may not be immediate. Excessive, repeated, or hostile messages may be considered a breach of this code

## **3. Behaviour that will not be tolerated**

We know most of our school community act appropriately, however in a small minority of cases the behaviour of parents can cause concern, manifesting in abusive or aggressive behaviour towards other members of the school community, children, parents, or staff.

All members of the school community have a right to expect that their school is a safe and calm place to be. The following list of behaviours would be considered unacceptable and 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
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media. This includes closed groups, WhatsApp chats, community pages, and any digital forum where school staff, parents, or pupils could be identified
- Posting defamatory, offensive, or derogatory comments about the school, its staff, or any member of its community, on social media platforms
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking, vaping or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

#### **4. Breaching the code of conduct**

If a school within the trust suspects, or becomes aware, that a parent 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:

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the head of school
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

Where concerns escalate, or where behaviour impacts more than one school, the Trust Executive Team may become involved in decision-making.

#### **5. Procedures**

If an incident arises, the member of staff should follow these procedures:

- If the incident has occurred on site, ask the person to leave or invite them to a room away from a crowded area or classroom
- Ending a meeting if this behaviour is displayed
- Not replying to communications that are offensive, abusive, or derogatory
- Report and seek support from a senior member of staff and inform head of school as soon as reasonably possible
- In the event of violence or aggression, contact the Police using 999
- Complete a witness report, this must be signed and dated

Head of school will:

- Ask the people who witnessed the incident to complete a witness report in writing as soon as possible after the incident. Reports must be signed and dated

- Make it clear that the reports may be disclosed to the perpetrator, the witness should say whether they are prepared for this to happen
- Review reports and decide on appropriate follow up action, this should be discussed with the Chair of Governors

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Head of School.

All actions under this policy will be applied fairly, consistently, and without discrimination.

Any personal data collected in relation to this policy will be processed in line with our Data Protection Policy and UK GDPR.

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Next Review:	April 2028