

Parent Code of Conduct Policy

1. Purpose and Scope

At Epinay Business & Enterprise School (Epinay School), we believe that a strong, collaborative partnership between the school, multi-agency professionals and parents/carers is vital to ensuring our pupils achieve the best possible outcomes.

Because our pupils have complex Special Educational Needs and Disabilities (SEND), open, honest, and respectful communication is essential. This policy sets out clear expectations for parental conduct so we can maintain a calm, safe and nurturing environment for our pupils, staff and families.

This policy applies to all parents, carers, and visitors to our school site, as well as to all forms of communication (including phone calls, emails, virtual meetings and social media).

2. Our Core Principles & Expectations

We recognise that navigating the SEND system, Education, Health and Care Plans (EHCPs) and daily transitions can be challenging and emotionally demanding for families. In return, we expect parents and carers to:

- **Work in Partnership:** Collaborate constructively with all school staff and external providers / agencies.
- **Respect Professional Expertise:** Understand that staff decisions regarding interventions, classroom management and resource allocation are made in the best interests of the child and the wider school community.
- **Model Positive Behaviour:** Act as role models for our pupils by demonstrating patience, respect, and calm communication at all times on school grounds.
- **Keep the School Informed:** Promptly update the school regarding any changes in the child's medical needs, medication, routines, or home life that may impact their regulation and learning.

3. Communication Guidelines

Effective communication in a special school requires boundaries to ensure staff can focus on the care and education of the pupils.

- **Scheduled Transitions:** Drop-off and pick-up time is not an appropriate time for detailed discussions, as staff must focus on safe handovers. Please book an appointment or use the designated home-school communication.
- **Respectful Communication:** All written and verbal communication must be polite. Tone should remain collaborative rather than adversarial.
- **Multi-Agency Meetings:** Parents' evenings, EHCP meetings, family meetings and all other meetings should remain focused on solution-oriented outcomes for the child.

4. Unacceptable Behaviour

To protect the wellbeing and safety of our vulnerable pupil demographic and our staff, the school will not tolerate:

- **Aggression or Intimidation:** Shouting, swearing, aggressive body language or making threats (verbal, written, or physical) toward staff, external professionals / agencies, other parents or pupils.
- **Approaching Other Children:** Confronting or disciplining another pupil on school grounds. If an incident occurs between pupils, it must be reported directly to school staff to handle in line with our Behaviour Policy.
- **Unreasonable Communication Demands:** Sending excessive emails or communications, calling repeatedly or demanding immediate, unscheduled meetings that disrupt the school day.
- **Covert Recordings:** Making secret audio or video recordings of staff, meetings or pupils without explicit, prior written consent.
- **Defamatory Social Media Activity:** Using public or private social media groups to voice grievances, campaign against the school, or publicly criticise/name staff members, pupils or other families.
- **Breaching Site Safety:** Disregarding school security protocols, failing to sign in or driving unsafely during in the school grounds.

5. Breaches of the Code of Conduct

The school will always attempt to resolve issues informally and contextually. However, if a parent's behaviour breaches this code, the Headteacher and Governing Body may take the following proportionate steps:

Step	Action	Description
1	Informal Discussion / Warning	• A senior member of staff will speak to the parent or issue a formal warning letter outlining the breach.
2	Communication Plan	• The school may implement a strict communication protocol (e.g., restricting contact to one specific email address, a designated staff contact or a set time once per week).
3	Site Ban (Section 47)	• In severe cases of abuse or disruption, the Head Teacher, in consultation with the Chair of Governors and Local Authority, can revoke the parent's implied license to enter the school grounds under Section 547 of the Education Act 1996. Alternative arrangements for child handovers will be mandated.
4	Legal / Police referral	• Criminal behaviour, threats of violence, or targeted harassment will be referred immediately to the police.

Important Note: A breach of this code of conduct by a parent **will never** compromise the education, care or EHCP provision of the child. The school remains fully committed to supporting the student regardless of parental sanctions.

6. Raising Concerns Legally and Correctly

We want to hear your feedback and resolve issues swiftly. If you have a grievance or concern, please use the appropriate, established pathways rather than breaching this code:

1. **First Instance:** Speak directly to the Pastoral Teacher.
2. **Escalation:** Arrange a meeting with the Multi Agency Key Worker or member of the management team.
3. **Formal:** If unresolved, refer to the school's formal **Complaints Policy** via the Head Teacher and Governing Body.

Policy approved by Governors:	June 2026
Date of next review by Governors:	June 2027