

Parent/Carer Code of Conduct

Policy Control Page

Responsible Person	Principal
Approved By	Approved by SLT 29/6/26 Approved by Governing Body 2/7/26
Date of Last Approval	June 2026
Next Review Date	June 2028
Procedure Applicable to	Whole Charity

Date	Version	Person	Change / Action
03/03/2023	1	RS/MS/VC	Adoption of Policy
13/03/2023	1	SLT	Approved at SLT with amendments to be made
13/07/2023	1	GB	Approved at GB subject to amendments
01/08/23	1	SR	Amendments made as per GB
Jun 2026	1.1	SR	Discriminatory language included in section 4 and School Ping changed to email/ARBOR in section 3.

To be read in conjunction with the complaints policy and behaviour policy

1. Purpose and scope

At the Deaf Academy, we believe it's important to:

- Work in partnership with parents to support their young person's learning and care needs.
- Create a safe, respectful and inclusive environment for pupils, staff, parents and carers
- Model appropriate behaviour for our students at all times
- Everyone has access to appropriate communication approach to ensure information is passed on in a timely manner.

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 policy).

Context

We recognise that being a parent/carer of a deaf young person with additional needs or complex needs or for that matter any child/Young person with SEND is often a frustrating and traumatising journey for families, due to funding issues and wider challenges including discrimination to children/YPs with additional needs.

Here at TDA we pride ourselves on building positive and meaningful relationships with parents/carers. When any concerns are raised, we will always work in a collaborative approach with yourselves in the hope to resolve issues quickly.

This code of conduct aims to help the Academy work together with parent/carers by setting guidelines on appropriate behaviour.

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

Anyone with parental responsibility for a pupil

Anyone caring for a child (such as grandparents or child-minders)

2. What you can expect from us.

- Acting in the best interests of the child/young person.
- Delivering on our Academy mission, values and principles.
- An agreed personalised curriculum/support package based on our universal offer.
- A positive parent/carer partnership built on respect and empathy.
- Celebrating your child's/young person's achievements.

- Effective communication aided by face-to-face conversations, emails use of School Ping, home school letters.
- Opportunities to discuss your child's/young person's progress at least three times a year through progress review meetings.
- Opportunities for you to hear any academy updates and express any wider concerns through our termly parent forum meetings.
- A dedicated and experienced academy staff team, all here to ensure your student receives the best education and pastoral support.

If you are unhappy with our approach, please ensure you make contact with the Head of School or Head of College in the first instance if you have any concerns. If you feel the matter needs to be taken further, please contact the executive assistant who will liaise with the Principal. For further information, please reference the complaints policy.

3. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Ask for support if you need it.
- Respect the ethos, vision and values of our Academy.
- Work together with staff in the best interests of our students.
- Treat all members of the Academy community with respect – setting a good example with communication, including electronic communication, and behaviour.
- Seek a calm solution to all issues.
- Correct their own young person's behaviour, particularly in public, where it could lead to conflict, aggression or unsafe conduct.
- Approach the right member of Academy staff to help resolve any issues of concern and approach in a constructive manner.
- To have active participation in your young person's meetings such as Parent progress, EHCP meetings.
- To ensure email inboxes are checked regularly for messages from the Academy's ARBOR system and respond to any requests for permissions or information in a timely manner.
- To keep the Academy updated on any changes which may affect the student.

4. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, Academy operations (including events on the Academy grounds).
- Swearing, or using offensive or discriminatory language.

- Displaying a temper, or shouting at members of staff, students, other parent/carers or visitors.
- Threatening another member of the Academy community.
- Sending abusive messages to another member of the Academy community, including via text, email or social media.
- Posting defamatory, offensive or derogatory comments about the Academy, its staff or any member of its community, on social media platforms.
- Any aggressive behaviour (including verbally or in writing) towards your child, another child or adult.
- Disciplining another person's young person – please bring any behaviour incidents to a member of staff's attention.
- Smoking, vaping or drinking alcohol on the Academy premises (unless alcohol has been allowed at a specific event).
- Possessing or taking drugs (including legal highs).
- Bringing dogs onto the Academy premises (other than assistance dogs).
- Not respecting the Academy's campus facilities or adhering to safe use of campus, e.g. signing in, safe use of car park facilities.

5. Breaching the code of conduct

If the Academy suspects, or becomes aware, that a parent/carer has breached the code of conduct, the Academy will gather information from those involved and speak to the parent/carer about the incident. Initially we will attempt to work alongside parents/carers to resolve issues in a restorative manner.

- Depending on the nature of the incident, the Academy may then:
- Send a warning letter to the parent/carer.
- Invite the parent/carer into the Academy to meet with a senior member of staff or the Principal.
- Contact the appropriate authorities (in cases of criminal behaviour).
- Seek advice from our legal team regarding further action (in cases of conduct that may be libellous or slanderous).
- Ban the parent/carer from the Academy site.

The Academy 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 Principal. The Principal will consult the chair of governors before banning a parent/carer from the Academy site.

Parent/Carer Sign off sheet

I/We confirm that we will abide by the terms of the Parent/Carer Code of Conduct 2023/24

Parent/Carer Name.....

Parent/Carer Name.....

Parent/Carer Signature.....

Parent/Carer Signature.....

Student Name(s).....

Student Class(es).....

Date.....

For details of our privacy policy please refer to: [Policies - the Deaf Academy](#)