Code of Conduct for Parents,

Carers and Visitors Policy

Version:	**3.4**		
Ratified by:	**Board of Trustees**	**Date:**	**21st May 2025**
Next Review date:	**May 2027**		

CODE OF CONDUCT FOR PARENTS, CARERS AND VISITORS

1. Sussex Learning Trust values our strong relationship with parents and carers. Together this helps us achieve the very best for the children in a mutually supportive partnership between parents/carers, teachers and the academy communities.

2. As a partnership, our parents and carers understand the importance of a good working relationship to equip their children with the necessary skills for adulthood. For these reasons we continually welcome and encourage parents and carers to participate fully in the life of our academies.

3. To truly create the best outcomes for children requires the relationship between home and our academies to be based on the principles of care, integrity, trust and mutual respect.

4. Parents, carers and visitors are reminded:
   - to respect the caring ethos and values of the academies;
   - that teachers and parents/carers need to work together for the benefit of their children;
   - approaching academy staff for help to resolve an issue must be done in an appropriate manner;
   - all members of the academy community must be treated with respect using appropriate language and behaviour;
   - to adhere to relevant 'Home/school' agreements.

5. In order to support a peaceful and safe academy environment the Trust and its academies will not tolerate parents, carers or visitors exhibiting the following:
   - Disruptive behaviour which interferes or threatens to interfere with any of the academies operation or activities anywhere on academy premises.

- Any inappropriate behaviour on academy premises.
- Using loud or offensive language or displaying temper.
- Threatening, in any way, a member of academy or Trust staff, visitor, fellow parent/carer or pupil/student.
- Damaging or destroying or Trust or academy property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications to anyone within the Trust and its academy communities.
- Defamatory, offensive or derogatory comments regarding the Trust or its academies or any of the pupils/parent/carers/staff at the Trust or its academies on Facebook or other social sites.

6. Any concerns you may have about the Trust or its academies or your child/children must be made through the appropriate channels by speaking to the most relevant member of staff 'closest to the issue you are unhappy about' i.e. your child's teacher, pastoral staff, in the first instance. Concerns of a serious nature should be reported immediately to the Senior Leaders in the academy.

7. In law, each academy grants all parents and carers a licence to enter academy grounds. This licence can be withdrawn by the Executive Headteacher or Headteacher who can also direct how on-going communication is organised in the event that a parent or carer does not meet the expectations outlined above.

8. Sussex Learning Trust has a Concerns and Complaints Policy published on our website.

Document Version Control

Date	Version	Comment	Ratified by	Reviewer
6.7.17	2	Converted into trust-wide policy	Board of Trustees (12.7.17)	J Morris
6.10.17	3	Change 'school' to 'academy'	J Morris	J Morris
25.4.19	3.1 SLT/G/201/v3.1	Regular review – no changes proposed	J Morris	J Morris
26.5.21	3.2 (reviewed)	No changes other than minor language changes to ensure reference to parents and carers and all academies.	Board of Trustees (26.5.21)	J Morris/ Exec Team
7.6.23	3.2	Regular review: no substantive changes	Board of Trustees (7.6.23)	Exec Team
2.10.23	3.3	Minor change - Introduction of the wording in clause 3.3	CEO (2.10.23)	J Morris
24.3.25	3.4	Annual review - edit to clause 4 - include reference " to adhere to relevant 'Home/school' agreements."	Board of Trustees (21.5.25)	CEO