



## Lister Home-School Code of Conduct

### 1. Purpose and Philosophy

Lister staff and parents need to work together to support the young people in our care.

This Code of Conduct outlines the expectations for all adults within our community to ensure a safe, supportive, and respectful environment.

### 2. Core Expectations

Lister staff will always seek to support you, and to answer any questions helpfully and promptly. We contact you using phone, Arbor emails or messages, and the website. **Parents need to ensure that they are using the Arbor app in order to get all the information we send out. Please visit the school reception if you need help with this.**

**COURTEOUS COMMUNICATION:** We will treat each other calmly and politely, in person, over the phone and by email.

**USING OUR SYSTEMS:** please see below for how to get speedy answers to your questions.

**ROLE MODELLING:** we will always model the kind, polite and considerate values we aim to teach our children.

### 3. Communication Channels

To ensure issues are resolved effectively, we ask parents to email the relevant Departments:

- For SEN enquiries: [helen.pallet@lister.ncltrust.net](mailto:helen.pallet@lister.ncltrust.net)
- For Y7 pupil enquiries: [Year7leadership@lister.ncltrust.net](mailto:Year7leadership@lister.ncltrust.net)
- For Y8 pupil enquiries: [Year8leadership@lister.ncltrust.net](mailto:Year8leadership@lister.ncltrust.net)
- For Y9 pupil enquiries: [Year9leadership@lister.ncltrust.net](mailto:Year9leadership@lister.ncltrust.net)
- For Y10 pupil enquiries: [Year10leadership@lister.ncltrust.net](mailto:Year10leadership@lister.ncltrust.net)
- For Y11 pupil enquiries: [Year11leadership@lister.ncltrust.net](mailto:Year11leadership@lister.ncltrust.net)
- For FSM and e-vouchers queries: [sharron.jackson@lister.ncltrust.net](mailto:sharron.jackson@lister.ncltrust.net)
- For issues with Arbor logins or lunch money: [reception@lister.ncltrust.net](mailto:reception@lister.ncltrust.net)
- For safeguarding concerns: [safeguarding@lister.ncltrust.net](mailto:safeguarding@lister.ncltrust.net)
- For medical queries: [medical@lister.ncltrust.net](mailto:medical@lister.ncltrust.net)

- For exams queries: [exams@lister.ncltrust.net](mailto:exams@lister.ncltrust.net)
- For complaints and compliments: [enquiries@lister.ncltrust.net](mailto:enquiries@lister.ncltrust.net)
- For attendance related queries, including leave during term-time: [attendance@lister.ncltrust.net](mailto:attendance@lister.ncltrust.net)
- For admissions related queries: [admissions@lister.ncltrust.net](mailto:admissions@lister.ncltrust.net)
- To report pupil absence, please use the Arbor portal or email the attendance team (see above)

**Please note that all our school policies may be found on the website.**

#### **4. Please support the school by:**

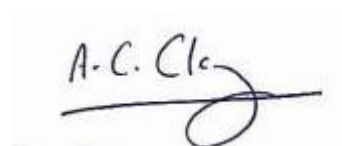
- Ensuring that your child arrives on time, in full uniform and with full equipment
- Making sure you let us know of any problems and concerns
- Emailing or ringing to set up meetings with staff rather than relying on someone being available to meet with you if you come in
- Ensuring that you know and support our school rules
- **Respecting privacy:** Do not take photos or videos of other students without permission, and refrain from sharing sensitive school information on public social media.

#### **5. Unacceptable Behaviour**

The school reserves the right to restrict access to school grounds for individuals who engage in:

- Shouting, offensive language, or aggressive gestures
- Physical or verbal intimidation of any member of the school community
- Defamatory or offensive comments regarding the school or staff on social media.

Kind regards,



Ms Alice Clay

Headteacher