



**LAURUS**  
TRUST

# **Laurus Trust Code of Conduct for Parents & Carers**

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## Purpose

We are extremely fortunate to have committed and supportive communities for our schools in the Trust, where staff, governors and parents recognise that education is a partnership between all of us. Accordingly, we welcome the full participation of our parents in the life of the Trust. We endeavour to maintain positive relationships with parents and visitors and we are committed to resolving difficulties in a constructive manner, through open, positive communication.

Our values and ethos require that all members of our school community can expect to be treated reasonably and with respect. The Laurus Trust also has a further duty of care to its employees and volunteers.

This duty is to protect them from behaviour which is rude, intimidating, abusive, aggressive, harmful or threatening.

At The Laurus Trust, we believe it's important to:

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

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/students (through our Behaviour policy).

This code of conduct aims to help the Trust schools work together with parents by setting guidelines on appropriate behaviour.

This code applies to all forms of communication with school, including telephone calls, emails, MCAS messages and in person. Our preferred means of written communication is through the MCAS app or Enquiries/admin email.

Whilst we appreciate that incidents are extremely rare, we feel it is important to make clear the types of behaviour that we find unacceptable and what action we might take in response to protect the school/Trust community from harm.

The principles and expectations set out in this code of conduct apply to parents and carers in all interactions relating to school matters, including any communication or engagement with school/Trust staff, whether on or off school premises and regardless of the time of day. Parents and carers are expected to uphold the standards of respect, courtesy and appropriate behaviour outlined in this code at all times when dealing with the school/Trust or its staff.

## Our expectations

We expect parents/carers to:

- Respect the ethos, policies, vision and values of our schools.
- Treat all members of the school's community with dignity respect.
- Respect and cooperate with the school's policies, processes and procedures.
- Approach the school in a proportionate and measured way to resolve any issues of specific concern.
- Recognise that school staff have many responsibilities and commitments during a typical day which may mean that they are not immediately available; for example, staff should not be expected to respond to queries within an unrealistic time-frame.
- Understand that requests for meetings without an appointment or for an unspecified reason cannot always be accommodated.
- Respond calmly when any incident is reported by a child or young person and contact us to clarify what has happened, so that issues can be resolved swiftly and positively.
- Approach the right member of school staff to help resolve any issues of concern. In the case of a complaint, follow the procedures outlined in the Complaints Procedure.

## Behaviour that will not be tolerated

We are obliged to secure a safe and calm environment, and to support the well-being of all members of our school community. We cannot accept, and will not tolerate, any of the following behaviours towards any child or adult:

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and off-site events).
- Swearing or using offensive language.
- Displaying a temper, aggression or shouting at members of staff, pupils/students or other visitors.
- Any use of physical aggression towards staff, pupils/students (including your own child) or other visitors.
- Any form of intimidating behaviour.
- Threatening another member of the school community.
- Sending abusive messages to another member of the school community.
- Damage of school property.

- Smoking, vaping or consuming drugs or alcohol whilst on site or arriving on site intoxicated.
- Bringing dogs onto the school premises (other than assistance dogs).
- Parents/carers who are also members of staff, must not use their position in the Trust to gain an unfair advantage.
- The use of any electronic device to record staff is not permitted.
- Excessive or ill-timed communication.

This applies to personal interaction and also all telephone, email, text, letter or social media communications.

## Breaching the code of conduct

If the school 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.

All school staff reserve the right to terminate any meetings or phone calls immediately should this code of conduct be breached.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent advising that such behaviour needs to cease and will not be tolerated.
- Invite the parent into school / hold a telephone / hold a virtual meeting with a senior member of staff or the Head of School to discuss the behaviour displayed.
- Restrict the school's response to communications (any restrictions will be detailed in a letter to the parent/s or visitor concerned).
- Ban the parent from the school site for a fixed period or permanently.
- Contact the appropriate authorities and make referrals to other services depending on the behaviour displayed; these could include social care, health services or Greater Manchester Police.
- Seek legal advice regarding further action in cases of conduct that may be libellous or slanderous.

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.