



# **Newham Collegiate Sixth Form Centre**

---

## **NCS Parent/ Carer Code of Conduct 2023-2024**

---

# Table of Contents

1. Statement of Principles.....	2
1.1. Definition of unacceptable behaviour .....	3
1.2 The school's approach to dealing with incidents .....	3
1.3. Risk Assessment .....	3
1.4. Recording of Incidents .....	3
2. The Academy's response .....	4
1. Clarify to the parent what is considered acceptable behaviour by the academy. ....	4
2. Invite the parent to an informal meeting to discuss events.....	4
3. Impose conditions on the parent's contact with the academy and its staff. ....	4
4. Impose a ban.....	5
5. Removal from the sixth form.....	6
6. Complaints policy.....	6

# 1. Statement of Principles

For the purposes of this policy, a “parent” is any adult including parents, carers, visitors supporting parents, or any other adult who contacts the sixth form or its staff members regarding sixth form matters.

This policy has been written taking into account the DfE Guidance ‘Advice on school security: Access to, and barring individuals from school premises’ December 2012, Section 547 of the Education Act 1996 and NAHT guidance on dealing with abusive parents.

At the Newham Collegiate Sixth Form (NCS), we value the positive relationships forged with parents and visitors to the sixth form. We encourage close links with parents and the community and believe that students benefit when the relationship between home and the sixth form is a positive one.

We also strive to make our sixth form a place where as adults we model for students the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication and mutual respect.

We expect parents and other visitors to behave in a reasonable way towards members of academy staff. However, on very rare occasions when the behaviour and negative attitude of parents/visitors falls short of what we expect the situation may sometimes result in aggression, verbal and or physical abuse towards members of the sixth form’s staff or the wider sixth form community.

The NCS expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. They should then refer the incident to a member of the senior leadership team who will take appropriate action or invoke the provisions of this policy.

All members of staff have the right to work without fear of aggression and abuse, and the right, in an extreme case, of appropriate self-defence. Staff who face these situations have license to end any conversation (face to face or on the telephone).

The progress and well-being of the parent’s child(ren) will be fully considered. Actions taken against the parent will be reasonable and proportionate. The parent will have the opportunity to put their views forward at every stage.

In the case of the imposition of conditions or a ban from the academy, robust review processes involving the Chair of Governors and then the Governing Body are in place to ensure fairness. This policy outlines the steps that will be taken where behaviour is unacceptable.

### **1.1. Definition of unacceptable behaviour**

We consider that aggressive, abusive or insulting behaviour or language from a parent/visitor presents a risk to staff or students. Unacceptable behaviour is such that makes a member of staff or student feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media).

The following is not an exhaustive list but seeks to provide illustrations of such behaviour:

- any kind of insult as an attempt to demean, embarrass or undermine
- any kind of threat
- raising of voice so as to be intimidating
- physical intimidation, e.g. by standing very close to him/her or the use of aggressive hand gestures
- use of foul or abusive language
- any kind of physical abuse
- allegations which turn out to be vexatious or malicious
- spitting;
- discriminatory language or comments, including racist, sexist, homophobic or transphobic comments
- breaching the academy's security procedures.

Unacceptable behaviour may result in the Police being informed of the incident.

### **1.2 The school's approach to dealing with incidents**

If a parent/carers/visitor behaves in an unacceptable way towards a member of the sixth form community, the Principal or appropriate senior staff will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.

### **1.3. Risk Assessment**

The Principal or nominated senior member of staff will carry out a risk assessment in order to help make a decision about the level of response. In all cases the response will be reasonable and proportionate. The Principal will consider the following questions:

- What form did the abuse take?
- What evidence is there?
- What do witnesses say happened?
- Are there previous incidents to take into consideration?
- Do members of staff/students feel intimidated by the parent's/visitor's behaviour?
- Is there any evidence of provocation?
- How high is the assessed risk that this will be repeated or there will be retaliation at the academy's action? (Low, medium, high).

### **1.4. Recording of Incidents**

Staff and students subject to abuse, and witnesses, will make written statements about incident(s) which will be kept on file with subsequent letters. This file will be kept by the Principal's PA.

## 2. The Academy's response

Following the completion of the risk assessment, the Principal will decide the level of action to be taken. Actions will include the following:

### 1. Clarify to the parent what is considered acceptable behaviour by the academy.

In some instances, it may be appropriate simply to ensure the parent is clear about behaviour standards expected by the sixth form. This could be explained by letter from the Principal.

This letter may contain a warning about further action if there are further incidents. The parent will be invited to write to the Principal with his/her version of events within 10 working days.

Depending on the parent's response a meeting may then be held to discuss the situation and how this can be avoided in future.

### 2. Invite the parent to an informal meeting to discuss events.

It may be deemed appropriate to hold a meeting in order to discuss the situation. The safety and well-being of those attending such a meeting must be carefully considered. Members of sixth form staff will always be accompanied by at least one other colleague at any such meeting.

Consideration should be given to the seating arrangements, and care taken to ensure exits cannot be blocked by a parent who could potentially become aggressive.

The main points of discussion and any agreed actions should be noted, and a follow-up letter or e-mail sent to confirm the sixth form's expectations and any agreed actions.

### 3. Impose conditions on the parent's contact with the academy and its staff.

Although fulfilling a public function, schools are private places. The public has no automatic right of entry.

Parents of enrolled students have an 'implied license' to come onto the academy premises at certain stated times. It is for the sixth form to define and set out the extent of such access. Parents exceeding this would be trespassing.

Depending on the type, level or frequency of the unacceptable behaviour, the sixth form may consider imposing conditions on the parent's contact with the academy. These conditions may include (but not limited to):

- being accompanied to any meeting with a member of academy staff by a member of SLT

- restricting contact by telephone to named members of the senior leadership team
- restricting written communications to named members of the senior leadership team
- restricting attendance at academy events to those where the parent will be accompanied by a member of the senior leadership of the academy
- restricting communication from the parent (e.g., blocking emails to certain addresses);
- restricting access to the NCS site;
- any other restriction deemed reasonable and proportionate by the Principal.

In this case the parent will be informed by a letter from the Principal the details of the conditions that are being imposed. The parent would then be given 10 working days from the date of that letter to make representations in writing about the conditions to the Chair of Governors. The Chair of Governors would then decide whether to confirm or remove the conditions. This would be communicated to the parent in writing within 10 working days of the date of the parent's letter.

If the decision is to confirm the conditions imposed, this decision will be reviewed by the Governing Body after six months (and every six months after that, if appropriate).

When deciding whether it will be necessary to maintain, extend or remove the conditions, governors will give consideration to the extent of the parent's compliance with the conditions, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the parent's co-operation with the sixth form in other respects.

#### **4. Impose a ban.**

Where other procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then the school may consider banning and in this case the parent will be informed by letter from the Principal the details of the individual's restrictions from sixth form premises. This will include banning a parent from accessing NCS staff by written communication or telephone.

In these circumstances, the individual would be advised in writing by the Principal that a provisional ban is being imposed. The parent would then be given 10 working days from the date of that letter to make representations about the ban in writing to the Governing Body. The Governing Body would then decide whether to confirm or remove the ban. This would be communicated to the parent in writing within 10 working days of the receipt of their letter.

If the Governing Body decision is to confirm the ban, parents in these circumstances will be offered an annual meeting about their child's progress, usually with a member of senior staff.

A decision to impose a ban will be reviewed by the Governing Body after approximately six months (and every six months after that, if appropriate). The parent will be invited to make written representation to the Governing Body; this and the evidence from the

Principal will be considered at a meeting of the Governing Body. The Governing Body may decide to remove the ban, extend the ban or impose conditions on parent's access to the sixth form. The decision of the review will be communicated to the parent by the clerk to the governors within 10 days of the date of the meeting.

In deciding whether to remove or extend the ban or impose conditions, the Governing Body will give consideration to the extent of the parent's compliance with the ban, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the parent's co-operation with the school in other respects.

#### **5. Removal from the sixth form.**

Parents who have been banned from the sixth form premises and continue to cause a nuisance will be deemed to have committed a section 547 offence. They will be considered as trespassers. In these circumstances the matter will be reported to the police.

(NB: Section 547 of the Education Act 1996 makes it a **criminal offence for a person who is on school premises without lawful authority**).

#### **6. Complaints policy.**

Any parental complaint that arises from incidents of abusive behaviour will be dealt with under the complaints policy.

