



Behaviour Agreement for Parents/Carers

Version	2.0
Approving Body	Trust Board
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Owner	CEO
Applies to	All Trust schools, all Trust staff

Version	Date	Reason
1.0	January 2024	To establish a Trust wide agreement
2.0	September 2026	Policy review and updates The following changes 1. Covert Recordings Policy Addition: We request that parents/carers and visitors do not record conversations, meetings, or telephone calls with school staff without the prior written consent of all participants. Covert recordings damage mutual trust; where a covert recording is suspected, staff reserve the right to pause or end the meeting immediately. 2. Graduated Communication Restriction Protocol Addition: Restricting contact with the school to a single nominated point of contact (e.g., via a designated senior leader or dedicated email address) and/or setting clear limits on the frequency, channel, and volume of allowable correspondence in cases of excessive or vexatious communication.

3. Site Ban Review & Escalation Timelines

Addition: Any ban imposed under Section 547 of the Education Act 1996 will be formally reviewed by the Headteacher and Trust Board representative at regular set intervals (e.g., every 4 to 6 weeks). Parents/carers will be informed in writing of the outcome of each review and the procedure to make representations.

4. Online Conduct & Direct Platform Escalation (Appendix A Enhancement)

Proposed Addition: The Trust actively monitors and takes immediate action against online campaigns or targeted posts that belittle, harass, or defame individual staff members. Where inappropriate content is identified, the Trust will utilize direct platform abuse reporting, request immediate removal, and seek legal guidance if necessary.

5. Standardised Documentation & Incident Logging

Proposed Addition: All incidents leading to formal communications, warnings, or contact restrictions must be logged using the Trust's Standard Incident Reporting Form and follow the Trust's standardised warning letter templates to ensure consistency across all schools.

6. Changes to support third party harassment Employment Rights Act (ERA) 2025, October 2026 legal updates.

Introduction

Educating children and young people is a process that involves partnership between parents/carers and the school. This requires a good working relationship based on mutual respect and support. The school welcomes and encourages parent/carer participation as part of an effective school community.

We have high expectations of behaviour from our children and young people and we require our staff to behave professionally at all times. Our staff will treat parents/carers with respect and politeness. They will listen and aim to assist parents/carers if they have any concerns about the school. We therefore believe we should be able to anticipate equally high standards of behaviour from parents/carers and visitors.

The Trust has a statutory duty under the Equality Act 2010 to protect all staff from third-party harassment, discrimination, and victimisation. The Trust maintains a zero-tolerance policy towards any parent, carer, or visitor conduct that violates a staff member's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive working environment.

Whilst the vast majority of our parents/carers adopt a positive and supportive approach to the school, issues occasionally arise and behaviours can slip.

Purpose and Scope

The purpose of this agreement is to set out to all parents/carers and visitors to our school the expected behaviour and conduct when interacting with school staff and personnel.

This agreement applies across all Trust sites, virtual meetings, phone calls, digital communications (including email and school apps), and off-site events. It extends to all parents, carers, visitors, contractors, and non-parent guardians interacting with Trust personnel.

Collaborations

We welcome parents/carers to participate in school activities, events, and parent-teacher conferences. Active engagement in your child/young person's education helps create a strong partnership between home and school. Parents/carers who choose to volunteer are requested to fulfil their commitments responsibly and contribute positively to the school community. Clear communication regarding availability and responsibilities is essential and to be encouraged.

Expectations

We request parents/carers and visitors;

- to respect the school's vision, values and ethos;
- to uphold the school uniform policy and ensure that their child is dressed appropriately and in accordance with the policy requirements;
- to ensure their child's punctuality and regular attendance. Timely arrival for drop-off and pick-up, as well as adherence to school attendance policies, supports a smooth learning environment for all students;
- at all times and in all circumstances, treat all members of the school community with politeness, courtesy and respect in terms of speech, language and behaviour. Parents/carers are expected to communicate with school staff, teachers, and other parents/carers in a respectful and

courteous manner. Disagreements or concerns should be addressed through appropriate channels, such as scheduled meetings or designated communication platforms;

- where a child reports an incident at school, seek to clarify the child's version of events with the school's view in order to bring about a peaceful solution to an issue. This approach will facilitate a positive resolution to a problem where appropriate and if the school's response is not satisfactory to the parent/carer, allow the proper complaints procedure to be followed; [Complaints Policy available here](#) and on the Trust's website at www.initiolearning.org.
- in the first instance to keep the concern between the school and the originator of the issues rather than sharing with any third parties until the school has had an opportunity to engage with the concern within a reasonable timeframe. Parents/carers are expected to respect the confidentiality of information shared by the school and other parents/carers. Discussions pertaining to specific children, teachers, or staff members should be kept private unless sharing with professional advisors;
- to approach the school first and foremost to resolve any issues of concern, whilst acknowledging the rights of parents/carers to approach the police, Local Authority Designated Officer, Local Authority and Ofsted directly;
- to work with the school to seek a satisfactory resolution to an issue, seeking to maintain the relationship of trust;
- to comply with any agreed resolutions and to work to maintain good relationships with the school and with other members of the school community;
- to avoid sharing with children and young people any communications about disagreements with the school that should be resolved between adults;
- to support the school in promoting good behaviour at all times, especially in public;
- to speak calmly, respectfully and quietly as you would want to be spoken to;
- to avoid sharing inappropriate and/or unsubstantiated views about the school;
- to collaborate with teachers in supporting their child's learning and development. Regular communication, attendance at parent-teacher conferences where possible, and involvement in academic discussions contribute to a successful educational experience;
- to act as role models for our children and young people in terms of behaviour, language and general communications including demonstrating respect, responsibility, and a commitment to learning thereby setting a valuable example for our children and young people;
- to contribute positively to the school's inclusive and supportive atmosphere. Discrimination, bullying, or disrespectful behaviour towards any member of the school community will not be tolerated;
- to show respect for school property and the belongings of others. Any damages should be reported promptly, and financial responsibility may be incurred for intentional damage caused by a child; and
- to be familiar with and adhere to school policies and procedures as set out on the school's website or otherwise made known to them. This includes academic guidelines, behavioural expectations, and any other rules outlined in the school handbook.

- To treat all members of the school community with equality and respect, refraining from any conduct related to protected characteristics (including age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation).
- To respect that staff reserve the right to pause or terminate any meeting, phone call, or interaction where communication becomes abusive, hostile, or harassing, and reschedule under formal, structured conditions.

We request that parents/carers and visitors do not:

- publish unsubstantiated discontent on social media by disrespecting the school, members of staff or members of the school community;
- make defamatory, offensive or derogatory comments regarding the school or its community on social media (see Appendix A);
- use social media to belittle or attack members of staff either by name or by identification by other means;
- use inappropriate language to staff in person, by email or other means of communication;
- record conversations, meetings, or telephone calls with school staff without the prior written consent of all participants (covert recordings damage mutual trust; where a covert recording is suspected, staff reserve the right to pause or end the meeting immediately);
- encourage children and young people to disrespect school or its personnel;
- threaten violence (physical or otherwise), bully or intimidate staff;
- use disruptive behaviour which interferes with or threatens to interfere with the operation of a classroom, office area or any other part of the school grounds;
- damage or destroy school property;
- behave in a way that is designed to be disruptive, vexatious or to be a nuisance to the general day to day running of the school. This includes raising unnecessary or an unreasonable number of queries;
- consume alcohol (other than at an authorised event), smoke or use drugs on the school premises; and
- behave in any other way that would be considered inconsistent with the ethos of this agreement.
- Engage in any form of unwanted conduct related to a protected characteristic that creates an intimidating, hostile, humiliating, or offensive environment for staff.
- Send excessive, aggressive, or harassing communications, or copy multiple internal/external third parties into email chains to intimidate or overwhelm staff members.

Outcomes

Should this agreement be breached, the school will look to take proportionate action which could include but is not limited to:

- restricting contact with the school to a single nominated point of contact (e.g., via a designated senior leader or dedicated email address);
- limiting the amount/frequency of correspondence, channel, and volume of allowable correspondence in cases of excessive or vexatious communication;
- request the parent/carer or visitor to attend the school to discuss issues raised in public/behaviour on the school site;
- send a warning letter re possible banning from the school site;
- implement a ban from the school premises under section 547 of the Education Act 1997 (see Appendix A). Any ban imposed will be formally reviewed by the Headteacher and Trust Board representative at regular set intervals (e.g., every 4 to 6 weeks). Parents/carers will be informed in writing of the outcome of each review and the procedure to make representations;
- reporting to the police where the behaviour is deemed to be of a criminal nature; and
- consider harassment referral; and
- log all incidents leading to formal communications, warnings, or contact restrictions using the Trust's Standard Incident Reporting Form and follow the Trust's standardised warning letter templates to ensure consistency across all schools.
- Require all future face-to-face meetings to be chaperoned by a member of the Senior Leadership Team (SLT) or restricted to structured written channels.
- Issue formal warnings indicating that persistent or severe third-party harassment may result in civil injunctive relief under the Protection from Harassment Act 1997 alongside or in addition to premises bans under Section 547 of the Education Act 1996.

Enforcement

Violation of this agreement may result in appropriate action, including but not limited to discussions with school administration, restrictions on participation in school activities, or, in extreme cases, the involvement of external authorities.

We appreciate your commitment to upholding the values and expectations outlined in this agreement. Your cooperation ensures a positive and enriching educational experience for all members of our school community.

To ensure compliance with preventative legal obligations, parents and carers acknowledge and accept this policy upon child admission.

The Trust operates a zero-normalisation policy regarding staff abuse. Staff members subjected to third-party harassment will be fully supported by Trust leadership, including access to post-incident debriefs, Employee Assistance Programmes (EAP), and support with police or civil legal interventions.

Appendix A

Inappropriate use of social network sites

Social media sites (including but not limited to WhatsApp, Facebook, Instagram) are being increasingly used to fuel complaints and campaigns against the school, the Headteacher and staff. The school deems this to be unacceptable and detrimental to the relationship between school, parent/carer and the local community. Any concerns felt by parents/carers or visitors should be brought to the attention of the school through the proper channels where they will be considered properly and appropriately.

This includes monitoring and taking enforcement action against targeted campaigns, harassment, or defamatory statements conducted within private parent messaging channels (e.g., WhatsApp groups, local community forums) as well as public social media networks.

In the event that children and young people, parents/carers or others are found to be inappropriately posting on Facebook or other social networks, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content or activity which breaches their rules. We will also expect you to remove such comments immediately.

The Trust actively monitors and takes immediate action against online campaigns or targeted posts that belittle, harass, or defame individual staff members. Where inappropriate content is identified, the Trust will utilize direct platform abuse reporting, request immediate removal, and seek legal guidance if necessary.

Where a complaint process is in progress, it is a requirement of the regulations relevant to independent schools that the process must remain confidential. Failure to comply with this requirement could affect the ability of the complaint to be heard.

In serious cases we will look at the legal recourses open to us.

Persons causing nuisance/disturbance on school premises

Section 547 of the Education Act 1996 relates to school premises which are private property. Parents/carers have been granted permission from the school to be on school premises by way of a licence. However, in cases of abuse or threats to staff, pupils or other parents/carers, the school may revoke the licence and ban parents/carers from entering school.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent/carer) to cause a nuisance or disturbance on school premises once they have been banned. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children and young people in the above circumstances. Parents/carers will need to provide alternative arrangements for bringing children and young people into school.