

# Parent/Carers Code of Conduct

<b>Approved by:</b>	Academy Committee	<b>Date:</b> 5 February 2026
<b>Last reviewed on:</b>	5 February 2026	
<b>Next review due by:</b>	February 2027	

## ***Parents and carers are expected to act as positive role models for their children at all times***

Carisbrooke College expects all parents and carers to comply with this Code of Conduct at all times when interacting with the school, its staff, students and wider community.

### **Expectations**

Parents and carers must:

- Comply with the school's policies and procedures
- Work in partnership with the school in the best interests of the child
- Treat all members of the school community with dignity and respect
- Model appropriate behaviour and language at all times
- Recognise that concerns and incidents may involve differing perspectives
- Raise concerns with the school in a calm, respectful and constructive manner

### **Standards of Behaviour**

Parents and carers must not:

- Behave in a manner that is disrespectful, aggressive or intimidating
- Raise their voice, use offensive, abusive, or threatening language, or swear at staff
- Use or threaten physical force against any adult or child on the school site
- Approach other children or parents to resolve school-related issues
- Engage in behaviour that undermines the safety, wellbeing, or reputation of the school community

### **Responsible Conduct**

Parents and carers are responsible for ensuring that:

- Any concerns are addressed through appropriate school channels
- Their conduct reflects the school's core values, including when communicating **online or via social media**
- Their actions support the welfare of students and the effective operation of the school

## Communication and Escalation

- In the first instance, concerns should be directed to the child's Tutor or Head of Year
- Safeguarding concerns should be reported to the Designated Safeguarding Lead

## Breaches of the Code of Conduct

Where a breach of this Code of Conduct is suspected or identified, Carisbrooke College or the Trust may take one or more of the following actions:

- Issue a formal warning
- Require the parent/carer to attend a meeting with a senior member of staff or the Headteacher
- Refer the matter to the appropriate authorities where criminal behaviour is suspected
- Seek legal advice where conduct may be considered defamatory
- Restrict or withdraw a parent/carer's access to the school site

## Behaviour outside the school premises

- Parents and carers must not approach or confront members of staff outside of the school site, including before or after school.
- Any school related matters must be raised through the appropriate school channels and addressed within the school setting.

## Appointments

Please note, whilst we understand that you may sometimes feel worried or upset and dropping into school may seem like a good idea, staff are supporting many students throughout the day and may not be able to stop what they are doing without prior arrangement. Please make appointments in advance wherever possible.

### Useful links:

[Carisbrooke College \(HISP\) Complaints Policy](#)

[Parent guide to school complaints](#) - A guidance and checklist to resolving concerns quickly, easily and positively with your school

[Carisbrooke College Attendance Policy](#)

All students/parents will have signed the [Home/School Agreement](#) when the student started at Carisbrooke College. Please refer back to this for information. The signed document is in all student's personal files.

All other school policies can be found [here](#).