

Parent Code of Conduct

1. Purpose and scope

At The Purcell School, we believe it's important to:

- Sustain a safe, happy and healthy environment in which all can flourish musically, academically and emotionally
- Deliver outstanding musical and academic education
- Provide a range of high-profile and developmental performance opportunities
- Deliver personalised pastoral care and support so that the individual needs of each student are met
- Provide access to musical opportunity and widen participation in areas where this is especially difficult
- Maintain (as far as is practically possible) open access by admitting students solely on their ability, not according to financial means.

To help us do this, we set clear expectations for the behaviour for all members of our community. This includes staff (through the Staff Code of Conduct) and students (through our Behaviour and Sanctions policy).

This Parent Code of Conduct is designed to foster effective collaboration between the school and parents by establishing standards for appropriate behaviour, with the goal of always putting our students first and ensuring their success at the school. This document expands upon the parental obligations section outlined in Part 9 of the School Terms and Conditions.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a student; or
- Anyone caring for a child (such as grandparents or educational guardians).

We use the term 'staff' to refer to any employee of the School, including its senior management, any authorised volunteers working on behalf of the School, and those working for the School in a temporary capacity (such as those adjudicating competitions, giving masterclasses, visiting speakers, those leading training events, other visitors to the school).

2. Our expectations of parents

We expect parents to:

- Respect and support the ethos, vision and values of our school
- Work together with staff in a constructive, honest and transparent manner in the best interests of students
- Treat all members of the school community with respect and courtesy, setting a good example in all forms of communication and behaviour, including emails, in-person interactions, online platforms, and telephone conversations. Communication with the school should be reasonable in terms of content, volume and tone

- Strive for peaceful, non-confrontational resolutions to all issues, approaching them with a mindset of curiosity and a desire to learn more about the specific situation before forming conclusions
- Work constructively and collaboratively with the school in relation to the child's educational, behavioural and pastoral needs
- Where present with their child at a School event, to address and take responsibility for their own child's behaviour (or that of those in their care), especially in public settings where it may potentially escalate into conflict, aggression, or unsafe conduct
- Approach the appropriate member of school staff to help resolve any issues or queries:
 - a. Music: Initially contact the Head of Department, or if necessary, the Director of Music
 - b. Academic: Classroom teacher or Director of Teaching and Learning
 - c. Pastoral: Houseparent or Director of Boarding
 - d. Safeguarding: DSL [Designated Safeguarding Lead]
 - e. Finance: Assistant Bursar or Bursar
 - f. Learning Support & SEND: Learning Support
 - g. Medical: School Nurse.
- Stay informed, follow school updates, announcements, and policies through regular communication channels provided by the school.

3. Examples of parental behaviour that will not be tolerated

- Treating the school or a member of school staff unreasonably
- Making malicious allegations against the school or school staff
- Communicating with the school in person or in writing in a manner (either directly or indirectly) which is considered voluminous and/or aggressive and/or confrontational and/or unreasonable and/or overly aggressive
- Threatening another member of the school community including staff which includes swearing or using aggressive or offensive language
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds, sports events and concerts, whether held onsite or at an external venue)
- Behaving in an aggressive or inappropriate manner (including shouting at, using threatening or abusive language with) members of staff, students or other parents (in person or online)
- Use of physical punishment or conduct that may be considered abusive against your child or another while on school premises or at any school event
- Smoking (including vaping) or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including "legal highs") on school property or at school events
- Bringing dogs onto the school premises (other than guide dogs) unless specific permission is granted

- Engaging in discriminatory behaviour or language towards students, other parents and staff based on race, gender, religion, ethnicity, or any other protected characteristic
- Violating confidentiality by sharing sensitive information about the school, its staff, or students without authorisation
- Making defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms or elsewhere, or otherwise behaving in a manner which may bring the school into disrepute.
- Engaging in any other behaviour that undermines the safety, well-being, or integrity of the school community.

In the event a parent has a complaint this should be raised (and will be managed) in accordance with the school complaints policy, which seeks to resolve concerns informally, where possible and appropriate. Day to day issues or queries should be raised and hopefully resolved with the relevant staff member (see list at (a) – (g) above).

4. Breaching the Code of Conduct

Breaches of this Code of Conduct will be taken seriously by the School and appropriate action taken. If the School suspects, or becomes aware, that a parent has breached this Code of Conduct, the School will gather information from those involved and speak to the parent about the incident.

Where warranted, and depending on the nature of the incident, the School will take appropriate steps in response which could include:

- Sending a warning letter to the parent
- Inviting the parent into school to meet with a senior member of staff or the Principal
- Where conduct may be unlawful or criminal the School will take appropriate steps, for example, contacting the police or other statutory agencies
- Putting in place a communication plan between the parent and the school which places some parameters or conditions on the manner in which the parent may communicate with the school
- Ban the parent from the school site.

In serious or persistent cases, and under point 7.3 of the School's Terms and Conditions, the Principal may remove a student's place at the school owing to the unreasonable behaviour of their parent(s).

The School will always respond to an incident in a proportional way, prioritising at all times the interests of the students. Any final decisions relating to the School's response rest with the Principal.

Policy author/reviewer:	Policy data/review date:	Next review date:
PB/AW	September 2024	September 2027
P.Bambrough	July 2025	September 2027