



## Parent Code of Conduct

<b>DATE UPDATED</b>	March 2025
<b>POLICY OWNER(S)</b>	Director of Children's Education
<b>DESIGNATION</b>	Executive Team

<b>Purpose of policy</b>	To provide clear guidance on expectations and behaviours for all members of our St Elizabeth's community
<b>Intended audience</b>	All parents, carers and guardians of children and vulnerable adults



### **Our Mission:**

*St Elizabeth's is unique. We enable everyone to thrive, where a learning disability is not a barrier to living a full life.*

### **Our Vision:**

*Creating a lifelong journey of growth, ambition and independence for people with complex needs.*

### **Our Values:**

*Compassionate  
Aspirational  
Collaborative  
Joyful*

### **Introduction**

We are fortunate to have a supportive and friendly parent body. Our parents recognise that education and care for children and vulnerable adults is a process that involves partnership between parents, and the centre's community. As a partnership, our parents/carers will understand the importance of a good working relationship to equip children and vulnerable adults with the necessary skills to fulfil our values. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our centre.

### **For clarity, we use the term 'parents' to refer to:**

- Anyone with parental responsibility for a child or vulnerable adult
- Anyone caring for a child and vulnerable adult (such as grandparents, other family members or child- minders)
- Anyone representing the parent of a child or vulnerable adult.

### **Purpose and Scope**

At St Elizabeth's, we believe it's important to:

- Work in partnership with parents to support their child and vulnerable adult's learning or leisure activity.
- Create a safe respectful and inclusive environment for children and vulnerable adults, staff and parents.

- Always model appropriate behaviour for our children and vulnerable adults.
- 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 children and vulnerable adults (through our behaviour policies). This code of conduct aims to help the centre work together with parents by setting guidelines on appropriate behaviour.

### **Our expectations of parents and carers**

We as parents, carers and other visitors:

- Work together with staff in the best interests of all children and vulnerable adults.
- Respect the ethos, visions and values of our Centre.
- Maintain reasonable expectations for staff response to general communications (five working days).
- Treat all members of the centre community with respect - setting a good example with speech and behaviour.
- Seek a peaceful and reasonable solution to all issues.
- Seek to clarify a child or vulnerable adult's version of events within the centre's view in order to bring about a peaceful solution to any issue.
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflicts, aggression or unsafe conduct.
- Approach the right member of staff to help resolve any issues of concern, following up if an appropriate response has not been received.

### **Behaviour that will not be tolerated:**

- Disrupting, or threatening to disrupt, centre operations (including events on site)
- Swearing, or use of offensive language.
- Threatening to do actual bodily harm to member of staff, Governor, visitor, fellow parent or child or vulnerable adult, regardless of whether or not the behaviour constitutes a criminal offence.
- Displaying a temper, or shouting at members of staff, child or vulnerable adult or other parents.
- Damage or destroying centre property.
- Abusive or threatening emails, texts, voicemail, phone messages or other written communication.

- Unreasonable demands upon staff to respond to a parental query, or expectations for staff to communicate outside the normal working hours.
- The centre does not permit electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved, all in agreement with senior managers.
- Use a physical punishment against your child or vulnerable adult on the centre premises.
- Any aggressive behaviour (including verbally or in writing) towards another child or adult.
- Disciplining another person's child or vulnerable adult - please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the centre premises.
- Possessing or taking drugs (including legal highs)

### **Breaching the Code of Conduct:**

Should any of the above behaviours occur on the centre premises, depending on the nature of the incident the centre may then:

- End the meeting if this behaviour is displayed
- Not reply to communications that are offensive, abusive or derogatory
- Send a warning letter to the parents
- Limit contact by allocating one key staff member to communicate with
- Invite the parents into the centre to meet with a senior member of staff or the Executive Team
- Contact the appropriate authorities (in criminal cases of behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that might be libellous or slanderous)
- Ban the parents from the centres site

The centre will always respond to an incident in a proportional way. The final decisions for how to respond to breaches of the code of conduct rests with the Executive team.

We trust that parents will assist our centre with the implementation of this policy, we thank you for all your continued support.