



THE SALTERNS ACADEMY TRUST: MAYFIELD SCHOOL

Parent Code of Conduct

Date of next review:	January 2027
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1. Purpose and scope

At Mayfield School, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for students, staff and parents
- Model appropriate behaviour for our students at all times

Strong and respectful relationships are the basis for our learning community of over 1300 students and staff.

We take pride in responding to parents' concerns and in communicating well with parents. In the overwhelming majority of cases, staff and parents work positively together in overcoming any issues that inevitably arise.

We know that the best thing for supporting students, is for staff and parents to work together cohesively. We are determined to build strong relationships with parents because by working together we can best support our students in their development from children into young adults.

We recognise that as parents, issues involving your children may well be upsetting and can cause you to become frustrated. However as adults managing difficult situations, we must all be aware we are modelling how to behave respectfully towards each other.

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 pupils (through our relationships and behaviour policy).

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a student
- Anyone caring for a child (such as grandparents or child-minders)

2. What can you expect from us?

- Whether you communicate by phone, email or in person we will take your concerns seriously and investigate any issues you raise as soon as we are able to.
- We will respond to phone calls or emails within 2 working days.
- Whilst your initial point of contact would normally be your child's tutor for secondary students, or classroom teacher for primary students, depending on the nature of the concern the matter may be escalated to the member of school leadership team best suited to deal with the issue.
- Matters concerning your child, that you raise with us will be kept confidential where allowed.
- Our aim is to collaboratively resolve issues working alongside both students and parents.
- Our policies can be found on our school website: <https://www.mayfield.portsmouth.sch.uk/about-us/policies/>

3. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our students
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Where necessary follow the complaints policy in raising a serious concern
- Approach the right member of school staff to help resolve any issues of concern

4. Behaviour that will not be tolerated

- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, students or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Any aggressive behaviour (including verbally or in writing) towards any child or adult

5. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher.

The Headteacher will consult the chair of governors before banning a parent from the school site.