Rye College Policy

Policy Title:	Parent Code of Conduct
Leadership Responsibility:	Head Teacher
Review Body:	Deputy Headteacher
Date:	September 2026
Review:	September 2027

Aim of this code of conduct

At Rye College, we strive to build a strong relationship with parents, carers and families to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.

To create a welcoming and safe learning environment, the school implements a specifically designed set of rules regarding behaviour and conduct which parents and carers are expected to act in accordance with.

All staff members have the right to work without fear of violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, Aquinas Advisory Council members, visitors, pupils or other parents may result in individuals being removed from the premises.

This document outlines the manner in which parents and carers are expected to act whilst on the school premises, as well as detailing the type of behaviour that will not be tolerated.

Throughout this Code of Conduct, references to “parents” include carers, guardians and any person with parental responsibility for a child.

Working in partnership

Rye College recognises that parents and staff share a common goal: ensuring that every child feels safe, valued and successful. We are committed to fostering positive, respectful and productive relationships with families and ask that all members of our school community work together in a spirit of mutual trust, understanding and cooperation. This code is intended to support those relationships and ensure that concerns can be resolved constructively for the benefit of all pupils.

Legal framework

This document has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Education Act 2011
- Education Act 1996
- Children Act 2004
- DfE (2026) ‘Keeping children safe in education’
- DfE (2018) ‘Controlling access to school premises’

This document operates in conjunction with the following school policies:

- Complaints Policy
- Safeguarding and Child Protection Policy
- Social Media Policy
- Health and Safety Policy

Expectations

The school expects parents to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff members for the benefit of their child and to resolve any issues of concern.
- Treat all staff members, Aquinas Advisory Council members, pupils, other parents and any other members of the school community with dignity and respect.
- Act in accordance with school policies and procedures. Parents and carers can request copies of all relevant policies and procedures from the school office.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Correct their child's behaviour appropriately, particularly on school premises where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect school property and the environment by keeping it clean and tidy.
- Follow the parking rules and procedures for dropping off and collecting pupils from school.
- Dress in an appropriate manner when on the school premises and attending school events and ensure that their dress and appearance reflect that they are role models for pupils, e.g. parents and carers may not wear nightwear when dropping off or collecting pupils.

Communication with staff

Parents should always communicate with staff in a respectful and professional manner. Staff will endeavour to respond to communications within a reasonable timeframe; however, parents should recognise that staff may be teaching, supporting students, attending meetings or carrying out other duties during the school day and may not be able to respond immediately. The school requests that concerns are raised through the appropriate channels and that parents and carers allow staff sufficient time to investigate and respond fully.

Driving pupils to school

Parents are not permitted, to stop, wait, drop off, or pick up pupils while parked in a prohibited area. There are marked visitor spaces in the school car park. Parents should not park in the cross-hatched area outside reception under any circumstances as this is reserved for emergency vehicle access.

Residents' drives should not be blocked under any circumstances, even during short periods of waiting where the car is in use. Vehicles should be driven in a calm manner which causes least disturbance to residents.

Engines should be turned off when a vehicle is stationary and not in traffic as vehicle exhaust emissions contribute significantly to air pollution and are particularly harmful to children.

All pupils will wear a seatbelt at all times while they are dropped off and picked up. Parents will ensure pupils disembark vehicles safely at the correct stop and cross roads with care.

Parents are to use their discretion in severe weather and drive with extra caution as appropriate.

Parents that are going to be late picking their child up from school and cannot arrange for an authorised adult to collect the pupil from school on their behalf should inform the school as soon as possible.

Behaviour that is not acceptable

The school takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened. This includes, but is not limited to, the following:

- Using foul, abusive or offensive language.
- Raising voices inappropriately at another individual.
- Making racist or sexual comments.
- Using aggressive hand gestures, e.g. raising fists and fingers.
- Discriminating against any member of our community, including pupils, staff members, Aquinas Advisory Council members, visitors and other parents.
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online.
- Sending abusive or threatening messages, emails or other communications to any member of the school community.
- Trespassing on school premises without prior permission or implied licence.
- Causing intentional damage to school property or premises.
- Breaching school security procedures.
- Using physical violence on the premises or on a member of the school community, e.g. hitting, slapping, punching, kicking and pushing.
- Physically intimidating an individual.
- Partaking in unnecessary physical contact with an individual.
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media.
- Posting content on social media that is damaging to the school's reputation.
- Sending staff aggressive emails or other communications.
- Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem.
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with school operations or activities.
- Approaching another parent or pupil to discuss or reprimand them because of an issue between pupils.
- Threatening any member of the school community in any way.

- Arriving on the school premises partially clothed.
- Smoking on the school premises.
- Taking illegal or harmful drugs while on the school premises.
- Drinking alcohol on the school premises, unless it has been authorised by the College.
- Recording, photographing, filming, livestreaming or otherwise capturing images, audio or video on school premises without the prior permission of the school and, where appropriate, the consent of those involved.
- Driving unsafely within the vicinity of the school.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the trust, local authority and the Police being informed of the incident.

Arranging meetings with staff

To ensure that staff can give parents and carers their full attention, we ask that parents do not arrive at Reception expecting to meet with staff without prior notice. Teaching and support staff are often engaged in lessons, duties, meetings, or other responsibilities and may not be available to meet at short notice. Parents wishing to discuss a matter with a member of staff should contact Reception in advance to arrange an appointment at a mutually convenient time. This helps us ensure that enquiries are dealt with promptly and effectively while minimising disruption to pupils' learning.

Respecting Professional Decisions

Parents should not challenge, reprimand or seek to undermine members of staff in front of pupils or other members of the school community. Where parents disagree with a decision, concern or action taken by the school, the matter should be raised respectfully through the appropriate channels so that it can be considered and resolved appropriately. Parents are expected to cooperate with safeguarding procedures and understand that the school may not always be able to share information relating to other children, families or ongoing investigations.

Recording of meetings and use of recording-capable devices

Advances in technology continue to change how people communicate, access information and interact with others. One example is the growing availability of smart glasses, which appear similar to conventional eyewear but can incorporate cameras, microphones and internet-connected features. Devices such as Ray-Ban Meta Glasses illustrate how this technology is becoming increasing mainstream and affordable.

Although these developments offer a range of benefits, they also present challenges for schools in relation to privacy, safeguarding and information security. Recording-enabled devices can capture, transmit or livestream images, audio and video with little or no visible indication that recording is taking place. This creates potential risks for pupils, staff, parents and visitors.

Key concerns include:

- Privacy: Individuals may be recorded or photographed without their knowledge or permission.
- Safeguarding: Livestreaming or the sharing of recordings may unintentionally reveal sensitive, personal or identifying information about pupils.

- Data protection: The creation, storage or distribution of recordings may result in breaches of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

The school is committed to maintaining an environment in which discussions can take place openly and constructively. Accordingly, parents and other attendees must not make audio recordings, video recordings, photographs, livestreams or transcripts of meetings, conversations or events on school premises without the prior agreement of the school and the informed consent of all participants.

Artificial Intelligence and Automated Recording Tools

The use of artificial intelligence tools, automated transcription services, meeting assistants or similar technologies to record, transcribe, analyse or distribute conversations, meetings or communications involving members of the school community is not permitted without the prior agreement of the school and the informed consent of all participants. This applies whether such technology is accessed through a mobile device, computer, wearable device or any other platform.

Where there are concerns that a device or application is being used to record, transcribe, analyse or broadcast information without permission, the school reserves the right to terminate the meeting and to take appropriate action in accordance with its Parent Conduct, Complaints, Safeguarding and Data Protection policies.

This requirement applies to all recording-capable devices, including:

- Mobile phones
- Tablets and laptops
- Smart watches
- Smart glasses and AI-enabled eyewear
- Earbuds and headphones with recording functionality
- Body-worn cameras
- Wearable technology
- Any device, application or technology capable of capturing, recording, transcribing, analysing, storing, transmitting or livestreaming audio, images or video.

Smart glasses, AI-enabled eyewear and other wearable recording devices must not be used during meetings with staff, Aquinas Advisory Council members, pupils or other members of the school community.

Social Media Conduct

The school understands the benefits of using social media; however, if misused, the school community can be negatively affected, such as damage to the school's reputation.

Parents will be responsible for supporting the school by monitoring their own use of social media and online messaging. Parents will be responsible for ensuring they support the school by monitoring their children's use of social media and online messaging.

Parents' social media usage will be in accordance with the school's Social Media Policy. Parents must not post or share personal information, photographs, videos or identifying details of pupils (other than their own child), staff members or families on social media platforms, messaging applications or online forums without appropriate consent.

The school will not tolerate any of the following online behaviour:

- Posting defamatory content about parents, pupils, the school or its employees.
- Using social media to make abusive, defamatory, misleading or malicious comments about the school, its staff, pupils or members of the wider school community.
- Posting content containing confidential information regarding the school or any members of its community, e.g. a complaint outcome.
- Contacting school employees through social media, including requesting to 'follow' or 'friend' them, or sending them private messages.
- Creating or joining private groups or chats that victimise or harass a member of staff or the school in general.
- Posting images of any staff members or pupils without their prior consent.

The school retains the right to request that any damaging material is removed from social media websites.

If parents wish to raise a complaint, the school's Complaints Procedures Policy will be followed. Concerns should be raised through the appropriate school channels and not through social media or informal parent groups.

Breaches of this code of conduct will be taken seriously by the school and, in the event of illegal, defamatory, or discriminatory content, breaches could lead to prosecution. Parents will be instructed not to post anonymously or under an alias to evade the guidance given in this code of conduct.

Confidentiality

Parents are expected to respect the privacy and confidentiality of pupils, families and staff. Information relating to other children, families or members of staff should not be shared, discussed publicly or distributed without appropriate authority or consent. Parents should recognise that the school may be unable to share information relating to other students, families or ongoing investigations due to safeguarding, confidentiality and data protection obligations

Online messaging

The school will expect parents to use messaging apps, such as WhatsApp, for purposes beneficial to themselves, other parents and the school, and will not accept any of the following behaviour:

- Sending abusive messages to fellow parents.
- Sending abusive messages to members of staff.
- Sending frequent messages to members of staff.
- Sending abusive messages about members of staff, parents, pupils or the school.

- Sharing confidential or sensitive information about members of staff, parents, pupils or the school.
- Bringing the school or its staff into disrepute.

The school appreciates the simplicity and ease of instant messaging; however, the school does not condone parents sending frequent and unnecessary messages to staff. If parents wish to talk to staff, parents will arrange a meeting with the teacher by speaking to the school office.

Should any problems arise from contact over messaging apps, the school will act quickly by contacting parents directly, to stop any issues continuing. If necessary, the school will request a meeting with parents if any misconduct, such as sending abusive messages or posting defamatory content, occurs online.

The Head Teacher will be able to request that 'group chats' are closed down should any problems continue between parents or parental bodies.

Safeguarding and cooperation with school procedures

The school expects parents to support and cooperate with safeguarding procedures and the lawful actions of the school. Where concerns relating to safety, wellbeing, behaviour or safeguarding are being investigated, parents are expected to engage constructively with the school and avoid actions that may compromise the process, including discussing confidential matters publicly or on social media.

Photography and images

Parents are welcome to take photographs at school events for personal and family use. However, they are expected to do so responsibly and with consideration for the privacy, safety, and wishes of others. Where photographs may include other children, parents, or members of staff, permission should be sought wherever practicable before images are taken or shared.

Photographs and videos taken at school events must not be shared publicly, including on social media platforms, in a way that identifies or could reasonably identify other children or adults without their consent. Parents should be particularly mindful that some pupils may have safeguarding, privacy, or legal restrictions relating to the publication of their image.

The use of photography, video recording, livestreaming, or image-capturing technology that infringes the privacy of others, causes distress, or compromises the safety and wellbeing of members of the school community may result in the individual being asked to stop recording and, where appropriate, leave the event.

The school reserves the right to restrict or prohibit photography and recording at specific events where safeguarding, performance licensing, data protection, or other operational considerations require it. Any such restrictions will be communicated in advance wherever possible.

Responding to concerns about conduct

If a parent is behaving inappropriately, a report will be made to the Head Teacher, or the most Senior Leader available in their absence, who will decide on the most appropriate course of action.

Parents will raise concerns regarding another parent's behaviour or conduct directly with the school and will not approach the parent themselves.

Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent has behaved inappropriately, they will be invited to a meeting by the Head Teacher to discuss their behaviour and to attempt to resolve the issue.

Where this initial meeting is not sufficient to resolve the issue, the Head Teacher, in collaboration with other staff members and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the parent from the school premises.
- Contacting the Police and/or local authority.
- Seeking legal redress through the courts.
- Restricting the parent's channels of communication to the school, e.g. no longer allowing the parent to send emails to a staff member directly.
- Reporting content, the parent has posted online to the website's admin.
- Referring the case to Children's Social Care, where the behaviour indicates the parent poses a risk to children.

Any child protection and safeguarding concerns will be addressed in accordance with the school's Safeguarding and Child Protection Policy.

The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. The Police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary. The Police will be contacted where a parent is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent has been previously barred from the premises or has exceeded their implied access to the premises and is causing a disturbance, the Police will be contacted to remove the individual from the premises.

If concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the premises, in line with the Barring from the school premises section of this policy.

Barring from the premises

The school has the right to bar a parent from the premises to keep the school community safe.

If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises.

Behaviour that could result in a parent being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.

If a parent persistently or consistently behaves inappropriately on the premises, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the premises.

The school will either:

- Bar the parent temporarily, until the parent has had the opportunity to formally present their side; or,
- Inform the parent that they intend to bar them and invite them to present their side.

The Head Teacher will send a letter to the parent informing them of the following information:

- Why they have been temporarily barred or face a bar.
- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made.
- That they have the right to formally express their views on the decision to bar in writing using the Complaints Policy within 10 working days.

In such a case, the decision to bar a parent will be reviewed by the Education Director (Secondary).

The Head Teacher will take account of any representations made by the parent and decide whether to confirm or lift the bar. The parent will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended. Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they will be advised to seek independent legal advice.

Monitoring and review

This policy will be reviewed on an annual basis by the Head Teacher and any changes made will be communicated to all parents and staff members.

The next scheduled review date for this document is September 2027.

All parents will be provided with a copy of this code of conduct upon their child's arrival at the school and are expected to familiarise themselves with the procedures and guidelines outlined.

DATA PROTECTION

Rye College [The Academy] processes personal data in accordance with the data protection principles embodied in the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. The Academy

complies with the requirements of the data protection legislation as detailed in the Trust Data Protection Policy.

All colleagues are aware of the principles of data protection and will not process personal data unless necessary. The Academy safeguards the personal data it collects through the operation of the Trust's data protection policy and processes and the IT policy. In addition, the Academy has taken steps to ensure that all its contracts that process data have the GDPR compliant provisions.