



Parent & Carer Code of Conduct

Our shared commitment

At River Tyne Academy, we believe that positive relationships between pupils, parents/carers and staff are essential to creating a safe, supportive and successful learning environment.

We recognise that many of our pupils have experienced challenges in education and may require additional support, patience and understanding. Working in partnership with parents and carers is therefore particularly important.

We ask all parents and carers to work with us in a respectful and constructive way so that we can focus on achieving the best possible outcomes for every pupil.

We ask parents and carers to:

1. Treat everyone with respect

Parents and carers are expected to:

- Treat all members of the Academy community with courtesy, respect and dignity.
- Communicate calmly and appropriately, even when they disagree with a decision.
- Recognise that staff may have different responsibilities and that concerns may need to be directed to the appropriate member of staff.
- Avoid language or behaviour that could be considered threatening, intimidating, abusive or discriminatory.

2. Communicate appropriately

We welcome communication from parents and carers and will always seek to listen to concerns.

Parents and carers should:

- Use the Academy's agreed communication channels.
- Allow staff reasonable time to respond to queries.
- Raise concerns through the appropriate member of staff or the Academy's complaints procedure where necessary.
- Avoid repeatedly contacting multiple members of staff about the same issue in an attempt to obtain a different response.

- Understand that staff may not always be able to respond immediately, particularly when they are teaching or supporting pupils.

3. Work in partnership with the Academy

Parents and carers are asked to:

- Support the Academy's expectations around attendance, punctuality, behaviour, uniform and engagement.
- Share relevant information that may help us support their child.
- Attend meetings where their involvement is important.
- Work constructively with staff when concerns arise.
- Recognise that decisions are made with the safety, wellbeing and educational needs of pupils in mind.

4. Maintain appropriate behaviour on Academy premises

When visiting either River Tyne Academy site, parents and carers must:

- Follow reasonable instructions from Academy staff.
- Behave calmly and respectfully.
- Not shout at, threaten, intimidate or verbally abuse staff, pupils or other visitors.
- Not enter areas of the Academy without permission.
- Not attempt to approach or challenge another pupil.
- Not bring any prohibited or dangerous items onto Academy premises.

Where a parent or carer is unable to conduct themselves appropriately on Academy premises, the Academy may ask them to leave.

5. Social media and online communication

Parents and carers are expected to use social media responsibly.

This includes:

- Not posting abusive, threatening or discriminatory comments about pupils, families or staff.
- Not sharing confidential information about pupils or members of the Academy community.
- Not posting photographs or recordings of other pupils or staff without appropriate consent.
- Raising concerns directly with the Academy rather than attempting to resolve disputes through social media.

The Academy will consider appropriate action where online behaviour has an impact on the safety, wellbeing or reputation of members of the Academy community.

When things go wrong

We understand that parents and carers may sometimes be unhappy with a decision or have strong concerns about their child's education.

You have the right to disagree with the Academy. However, disagreement must be expressed respectfully.

Where communication or behaviour falls below the expectations in this Code, the Academy may take proportionate action, which could include:

- Speaking with the parent/carer about the concern.
- Providing a written reminder of the expected standards of communication.
- Requiring future meetings to take place with an appropriate member of the Academy's leadership team present.
- Limiting communication to agreed channels or named members of staff.
- Requiring meetings to take place remotely where appropriate.
- Restricting access to Academy premises where behaviour presents a concern.
- Taking action under the Academy's complaints or other relevant procedures.

In serious cases involving threats, violence, harassment or other behaviour that places staff, pupils or visitors at risk, the Academy may involve the appropriate external agencies.

Any action taken will be proportionate to the circumstances and will take account of the individual situation.

The expectations in this Code apply both ways.

River Tyne Academy will:

- Listen to parents and carers.
- Treat families with respect and dignity.
- Communicate clearly and professionally.
- Explain decisions wherever reasonably possible.
- Deal with concerns fairly and through the appropriate procedures.
- Work in partnership with families to support pupils.

Our shared aim

We all want the same thing: for every young person at River Tyne Academy to feel safe, valued, supported and able to succeed.

Respectful relationships make this possible.