Landau Forte QEMS and Sixth Form - Parental Code of Conduct

Purpose

At Landau Forte QEMS Academy, we value strong, positive relationships between parents/carers, students, and staff. Working together helps create a safe, respectful, and supportive environment where all young people can thrive and achieve their full potential.

This Parental Code of Conduct outlines the standards of behaviour expected from all parents, carers, and visitors when engaging with the Academy, its staff, students, and wider community.

Our Shared Expectations

Parents and carers are expected to:

- Treat all members of the Academy community with courtesy, dignity, and respect.
- Support the Academy's values, policies, and procedures.
- Encourage their child to behave responsibly and uphold Academy expectations.
- Work collaboratively with staff to resolve concerns in a constructive and respectful manner.
- Respect the professional judgement of Academy staff whilst engaging in open and positive dialogue.
- Follow the Academy's safeguarding procedures and support efforts to keep students safe.
- Ensure communication with the Academy remains appropriate and professional at all times

Positive Communication

We encourage parents and carers to:

- Raise concerns promptly through the appropriate channels.
- Not contact staff between the hours of 6pm and 7am or at weekends.
- Accept that while many queries and concerns will be dealt with promptly, we have a 48 hour period in which to respond.
- Allow staff reasonable time to investigate and respond to issues.
- Be mindful that if parents/carers attend the academy, without an appointment, it is highly likely that the person(s) you wish to see will be unavailable due to teaching or other commitments.
- Communicate honestly, respectfully, and calmly, even where there is disagreement.
- Attend meetings and appointments punctually and engage constructively.
- Respect the privacy and confidentiality of students, families, and staff.

The Academy is committed to listening to concerns and working towards fair and effective resolutions.

Behaviour That Will Not Be Tolerated

To maintain a safe and respectful environment, the following behaviours are unacceptable:
Abusive or Aggressive Behaviour

- Shouting, swearing, or using offensive language.
- Personal insults, intimidation, or harassment.
- Discriminatory comments relating to race, religion, disability, gender, sexuality, or any protected characteristic.

- Threatening, aggressive, or violent behaviour towards staff, students, parents, or visitors.

Unreasonable Conduct

- Persistently contacting staff in an excessive, repetitive, or unreasonable manner.
- Making malicious, vexatious, or unfounded allegations.
- Refusing to follow agreed procedures for raising concerns or complaints.
- Recording meetings, conversations, or interactions without prior consent.
- Approaching staff or their relatives outside of work for the purpose of discussing the Academy or a member of staff negatively.

Online and Mobile Group Chat Conduct

Parents and carers should use social media responsibly and must not:

- Post derogatory, offensive, or inaccurate comments about the Academy, its staff, students, or families.
- Share confidential or sensitive information relating to members of the Academy community.
- Encourage online hostility, complaints campaigns, or defamatory remarks.
- Use social media platforms or group chats to discuss individual students or staff members.

Concerns should be raised directly with the Academy rather than through public or shared platforms.

Respect for Staff

Academy staff have the right to work in an environment free from intimidation, harassment, abuse, or threatening behaviour.

Parents and carers should recognise that:

- Staff are responsible for the education, safeguarding, and wellbeing of many students.
- Decisions are made in line with Academy policies, statutory guidance, and professional responsibilities.
- Disagreements should be handled respectfully and through appropriate procedures.

Respect for Students

Visiting adults in the Academy community are expected to:

- Model respectful behaviour at all times.
- Report concerns regarding student behaviour to Academy staff.
- Respect students' privacy, dignity, and wellbeing.

Academy Premises and Events

When visiting the Academy or attending Academy events, parents and carers are expected to:

- Follow all safeguarding, security, and visitor procedures.
- Act respectfully towards staff, students, and other visitors.
- Follow instructions given by Academy staff.
- Ensure any discussions remain calm and appropriate.

The Academy reserves the right to end meetings or request visitors leave the premises where behaviour becomes unacceptable.

Breaches of This Code

Where behaviour falls below the standards outlined in this Code, the Academy may take appropriate action, including:

- Issuing a verbal or written reminder of expected conduct.
- Restricting methods of communication with specific staff members.
- Requiring meetings to be conducted in the presence of a senior leader.
- Limiting access to Academy premises.
- Reporting incidents to relevant agencies where appropriate.
- In serious cases, seeking legal remedies or involving the police.

Any action taken will be proportionate to the circumstances and in line with the Academy's duty to safeguard staff, students, and visitors.

Working Together

The success of every student depends on a positive partnership between home and school. By following this Code of Conduct, parents and carers help create a culture of mutual respect, trust, and cooperation that benefits the entire Landau Forte QEMS AND Sixth Form Academy community.

Thank you for your continued support in helping us provide a safe, respectful, and ambitious learning environment for all.