

Parental conduct guidelines

Macmillan Academy encourages close links with parents and carers. Parental involvement is an important factor in educational success and parental support for academy policies and decisions is critical.

There will inevitably be times where there is a difference of opinion between the academy and parents. In these situations we will work to resolve any potential conflicts and generally we are able to resolve situations amicably. If a problem does occur, it is important that calmness is maintained and the academy expects and requires staff to behave professionally in these difficult situations.

While this is rare, there are occasions when a parent demonstrates an unacceptably aggressive attitude towards a member of staff. The DfE makes it clear that aggressive and abusive behaviour from parents presents a risk to staff and such behaviours cannot be tolerated.

We would expect that when communicating with the academy, parents:

- *Are respectful and do not make comments about students, other parents or members of staff which are inappropriate or use language which is offensive*
- *Respect the right of all not to feel threatened or intimidated in any way*

In the event that a parent or visitor does not respect these expectations we would reserve the right to terminate a telephone conversation or ask the person to leave the site immediately. Following this, we could then:

- Write a warning letter to the parent/visitor stating that their behaviour was unacceptable
- Restrict access to members of staff at the academy

While we hope we will not need to use the sanctions above we will always take steps to protect our staff from unnecessary abuse.

P Latham

Principal

M Malden

Chair of Governors