



OCL PARENTAL & CARER CODE OF CONDUCT

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1.0 Introduction

Oasis Community Learning (OCL) is committed to developing the character and competence of every student and believes that all students should receive an exceptional education. This approach is underpinned by the Oasis ethos and 9 habits and expressed through the Education Charter. OCL is part of the wider Oasis family with a shared vision for community, a place where everyone is included, making a contribution and reaching their God-given potential

We have a responsibility to ensure that we treat people with respect, openness and care. This desire is borne out of two of our five ethos values – our commitment to treat people equally, respecting differences and our commitment to healthy and open relationships. We are keen to work with parents and carers to develop a culture where everyone is approachable and we ask that staff, parents and carers to all play their part.

To create and maintain healthy, open relationships and to ensure we remain committed to treating people equally, we seek to intentionally focus on being patient, honest, humble and forgiving. We believe students learn best in a safe and supportive environment based on respect and trust and underpinned by an effective partnership between parents, staff and the Academy community.

High standards of behaviour are required of students. Staff are expected to act professionally at all times. The positive support of parents and carers is needed and highly valued by OCL. We ask parents and staff to model the behaviour we wish to see in our students.

Checklist

- Our approach to parental conduct is underpinned by the Oasis Ethos and 9 Habits. To create and maintain healthy, open relationships and to ensure we remain committed to treating people equally, we seek to intentionally focus on being patient, honest, humble and forgiving. For instance, in working with parents and carers, we will need to act humbly and honestly particularly when encouraging all adults to be role models for students and children.
- We will be open, patient and forgiving in the way we relate to parents and act fairly and proportionately.
- We will consider any deviance from this code carefully to understand why and how we can support a particular parent.
- We will monitor the expectations in this policy to ensure that they continue to mirror what we expect of each other in Oasis

2.0 What is this policy about?

In brief

This policy outlines conduct expectations for parents and carers in our academies.

In more detail

This Code of Conduct provides a reminder to all parents, carers and visitors to our academies about the conduct that is expected of them. It sets out both what they should aim to do, and how any inappropriate conduct will be addressed. We are all working in a spirit of partnership allowing relationships to flourish, progress and achieve in an atmosphere of mutual understanding.

This code complements the Trust's 'Complaints Policy' which is designed to handle parental concerns or complaints in a sensitive and mutually supportive manner (see link to OCL Complaints Policy). It also sits alongside the Trust's E-Safety policy, which sets out guidelines for appropriate use of social media, the Horizon's iPads, and other online forums relating to the Academy.

3.0 Who is this policy for?

The policy is for academy leaders, staff, parents and carers.

4.0 Policy Statement

Expectations

We believe that working in partnership with our parents and carers gives children and young people the very best opportunities in life.

Our expectations of parents and carers (and, where appropriate, visitors):

- We ask that you respect and help us to model the Oasis ethos and values
- We believe that it is important to be tolerant of each other's views, beliefs and opinions and to accept that everyone is different. We ask that you please follow this whilst in and around the academy.
- Please treat all members of each academy community as you would want to be treated yourself - with respect, using appropriate language and behaviour
- Please feel that you can approach the academy to help resolve any issues that you have a concern about. The involvement of other agencies such as the police, the LADO, local authority or OFSTED is a parental right but we welcome open dialogue in the first instance to allow academy staff to address the issue directly.
- Where appropriate, clarify a child's version of events with the academy's view, in order to bring about a peaceful solution to any issue, before taking any further action
- We ask that you support us in promoting good behaviour at all times, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour. For example: children must not be encouraged to fight to resolve issues
- Please refrain from interfering or threatening to interfere with any of the academy's operation or activities anywhere on the academy premises
- We ask that you do not approach another parent or student in order to discuss or reprimand them because of an issue between students – please talk to a member of academy staff to resolve any problems
- We ask you to please speak quietly and calmly, as you would want to be spoken to. We ask that you don't use offensive, threatening or abusive language or display your temper
- Please stand back from others when communicating as we want everyone to feel safe in our academy. Please avoid using physical or verbal aggression towards another adult or child, including your own

- Emails and phone messages can often be interpreted in different ways. We ask that before pressing send on an email and using the telephone you reflect on whether or not the email or call may be seen as abusive or threatening
- We ask that we all work together to promote the academy positively and avoid defamatory, offensive or derogatory comments regarding the academy or any of the students/parents/carers/staff at the academy on Facebook or other social media
- Our academy buildings and resources are important, and we ask that parents do not damage or destroy academy property but treat them with respect
- We believe it is important that adults role model for our children and students therefore we ask that you arrive on the academy premises appropriately clothed
- As role models for children and students we ask you kindly not to smoke (including e-cigarettes), to consume alcohol on the academy premises or to take illegal drugs
- Some children or students are worried by dogs. With this in mind we ask that you only bring dogs (except for registered assistance dogs) or other animals into the academy environment after prior agreement
- To keep our children and young people safe we ask that you drive safely in the vicinity of the academy
- To ensure that we keep all our children safe we ask that you do not take photographs with phones or other devices on academy premises without permission from the academy
- We believe that communication is key. For example, we ask all parents to download the Bromcom App and to respond to communication via this method

Next steps

Where the above expectations are not upheld, the initial response will involve a conversation with the parent/carer or visitor.

Generally, we expect a conversation to be sufficient to reinforce our expectations. However, where this is not sufficient to resolve the issue, the Academy may have to unfortunately consider further action. We are keen to avoid this.

Further action could include banning from site for a fixed time (see 'barring from the Academy premises' below); contacting the police or seeking legal redress through the courts; restricting channels of communication (e.g. no longer allowed to email staff directly). In the case of defamatory comments posted online, we would also report the post to the site's admin. In some cases, particularly around threats of violence towards staff, we may also need to refer to Social Care if the behaviour of a parent/carer or visitor indicates that they may also be unsafe around children.

We kindly ask that parents, carers and visitors will assist OCL with the implementation of this policy and we thank you for your continuing support of our Academies. We ask that parents and carers ensure they make all persons responsible for collecting their children aware of this policy.

Communication and contact

It is inevitable that at times there will be conflict between students and/or families in the Academy. To ensure that these incidents are dealt with safely and effectively, we ask that parents and carers speak to Academy staff (e.g. head of year or class teacher) rather than approaching the other student or parent directly or through social media to reprimand them.

- Email contact with staff is used in many Academies as a way to support collaboration. However, there is no expectation that staff must respond to emails within a specific timescale. OCL staff will communicate politely with you and we really appreciate the same from parents and carers. Please can you avoid using language that may sound aggressive.
- We ask that any public communication regarding the Academy (e.g. on social media) should be factual and not your opinion. If you have a concern about your child's academy, please contact the Academy to enable a resolution to be found. If you are not able to resolve a concern, then please see the OCL Complaints Policy.

5.0 The requirements that apply to this policy

This policy complies with the DfE policy on controlling access to school premises:
<https://www.gov.uk/government/publications/controlling-access-to-school-premises>

6.0 Social media sites

Inappropriate use of social network sites

A small number of parents use social media platforms or other online systems to give negative comments. Like other education providers, we discourage this practice and ask you to communicate directly with us.

OCL considers the use of social media websites being used in this way as unacceptable and not in the best interests of students or the whole Academy community. Please discuss any concerns you may have directly and privately with the academy in the first instance (as outlined in the OCL Complaints Policy), so they can be dealt with fairly, appropriately and effectively for all concerned.

Defamatory posts

In the event that any student or parent/carer of a student being educated by OCL is found to be posting defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site including comments that reference the Equality Act (2010) protected characteristics. It is likely that the police will also be informed. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this. Each Academy will also expect that any parent/carer or student removes such comments immediately.

Cyber bullying

We take very seriously the issue of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will deal with this as a serious incident of Academy bullying and/or Peer-on-Peer abuse. Thankfully such incidents are extremely rare. In serious cases the Academy will also consider its legal options to deal with any such misuse of social networking and other sites.

7.0 Recording meetings

At Oasis Community Learning we aim to be open and honest in our day to day lives. We encourage parents to follow this approach when visiting an academy. Electronic recordings of

meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it.

Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes of the meeting taken.

Recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded are not acceptable.

OCL encourages parents and staff to be open and honest about the recording of meetings. Any meeting held with parents that is recorded should ideally be agreed beforehand by all parties.

8.0 Barring from the Academy premises

The public has no automatic right of entry to our Academies. Academies will therefore act to ensure they remain a safe place for students, staff and other members of their community.

If a parent's behaviour is a cause for concern, an Academy can ask him/her to leave Academy premises. In serious cases, the Principal or OCL can notify them in writing that their implied licence to be on Academy premises has been temporarily revoked subject to any representations that the parent may wish to make to the Principal. Academies should always give the parent the opportunity to formally express their views on the decision to bar in writing.

During the barring period all contact should go through the Principal's PA or a named member of staff either by email or telephone.

The Principal's decision to bar should be reviewed by the Regional Director. They should take into account any representations made by the individual and decide whether to either confirm or lift the bar. If the decision is confirmed, the individual should be notified in writing, explaining:

- how long the bar will be in place
- when the decision will be reviewed

Once the Academy's appeal process has been completed, individuals may be able to apply to the Civil Courts. Individuals wishing to exercise this option should seek independent legal advice.

Any ban should be reviewed at the end of the agreed timescale as outlined above.

Controlling access to school premises - <https://www.gov.uk/government/publications/controlling-access-to-school-premises> - provides more guidance on access to Academy premises.

See Appendix A for sample banning letters and letter from the Regional Director to uphold or dismiss the ban.

9.0 Monitoring arrangements

The Regional Director will monitor the effectiveness of the Academy's application of the parent code of conduct policy.

This policy will be reviewed by National Education Team regularly.

10.0 Links with other policies

The following should be read in conjunction with this:

- [OCL Complaints Policy](#)
- [OCL Behaviour for Learning Policy](#)
- [OCL E-Safety Policy](#)
- [DfE Guidance on Controlling Access to School Premises](#)
- [OCL Safeguarding and Child Protection Policy](#)

11.0 Training

Academy leaders may want to include training for colleagues in holding meetings with parents in their CPD plans so that all staff feel confident in working positively with parents and others.

Training will be based on the need in each Academy. National and Regional Directors are able to signpost colleagues to sources of best practice in holding meetings with parents.

Appendix A: Letters for use in barring from the Academy premises

Letter 1 Warning (sent by Principal)

Special delivery

Dear

Oasis Community Learning promotes working, learning and developing together. We believe that good relationships are at the heart of everything we do.

However, I have received a report about your conduct at the Academy on **(enter date and time)**. **(Add the expectation that was not adhered to and a factual summary of the incident and of its effect on staff, students and other parents.)**

I must inform you that Oasis Community Learning will not tolerate conduct of this nature on its premises and will act to protect its students and staff. We aim to treat all those we are in contact with in a respectful manner, because anything else goes against our ethos and the way we work.

Therefore if, in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the Academy grounds and buildings. If you do not comply with that instruction I will be able to arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Nevertheless, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct.

These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date ten working days from the date of letter)**.

Yours sincerely,

Principal
cc: Regional Director

Letter 2 Withdraw permission pending review (sent by the Principal)

Special delivery

Dear

Oasis Community Learning promotes working, learning and developing together. We believe that good relationships are at the heart of everything we do.

However, I have received a report about your conduct on at.....

(Add the expectation that was not adhered to and a factual summary of the incident and of its effect on staff, students and other parents.)

(Optional reference to first letter from Principal)

I must inform you that we will not tolerate conduct of this nature on the Academy premises and will act to defend Academy staff and students. Oasis Community Learning aims to treat all those we are in contact with in a respectful manner, because anything else goes against our ethos and the way we work.

I am therefore instructing you that until I have reviewed this incident, you are not to reappear on the Academy premises. If you do not comply with this instruction I shall arrange for you to be removed from the premises. If you cause a nuisance or disturbance on the premises you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of £500.

The withdrawal of permission for you to enter the Academy premises takes effect immediately and will be in place for 15 Academy days in the first instance.

In the case of a primary Academy include:

For the duration of this decision you may bring your son(s)/daughter(s) **(complete as appropriate)** to Academy and collect them/him/her (delete as appropriate) at the end of the Academy day, but you must not go beyond the Academy gate.

In the case of EY/KS1 children, also insert

Arrangements have been made for your **(delete as appropriate)** son(s)/daughter(s) (insert child/rens names) to be collected, and returned to you, at the Academy gate by a member of the Academy's staff.

I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to your conduct on the Academy site. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

Your letter will enable me to take a decision on whether or not you will be allowed on the Academy premises after the 15 days. Please send me any written comments you wish to make by **(date 10 WORKING days from date of letter)**.

If on receipt of your comments, I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of your case.

Yours sincerely

Principal
cc: Regional Director

Letter 3a Withdrawal of permission confirmed (sent by the Principal)

Special delivery

Dear

Oasis Community Learning promotes working, learning and developing together. We believe that good relationships are at the heart of everything we do. However, on I wrote to inform you that I had withdrawn permission for you to come onto the premises of Oasis Academy

To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by

I have not received a written response from you/I have received a letter from you dated, the contents of which I have carefully considered.

In the circumstances, and after further consideration of the incident of poor conduct, I have determined that the decision to withdraw permission for you to come onto Academy premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the premises of the Academy without my prior knowledge and approval.

If you do not comply with this instruction I shall arrange for you to be removed from the premises of the Academy. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

Even though we have taken this decision, we remain committed to the education of your child/ren, who must continue to attend Academy as normal.

In the case of a primary Academy include:

For the duration of this decision you may bring your son(s)/daughter(s) **(complete as appropriate)** to Academy and collect them/him/her (delete as appropriate) at the end of the Academy day, but you must not go beyond the Academy gate.

In the case of EY/KS1 children, also insert

Arrangements have been made for your **(delete as appropriate)** son(s)/daughter(s) (insert child/rens' names) to be collected, and returned to you, at the Academy gate by a member of the Academy's staff.

This decision will be reviewed again**(insert review date which should be within a reasonable period and no longer than six months).**

When deciding whether it will be necessary to extend the withdrawal of permission to come onto the Academy premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the Academy in other respects.

Finally, I would advise you that your complaint is being considered under the appropriate stage of the Academy's parental complaints procedure. The Academy will contact you about this in due course. **(delete as appropriate)**

Yours sincerely

Principal
cc. Regional Director

Letter 3b Restore permission after review (sent by the Regional Director)

Special delivery

Dear

Oasis Community Learning promotes working, learning and developing together. We believe that good relationships are at the heart of everything we do.

On Mrs/Miss/Mr/Mx(Principal's name) wrote to inform you that he/she had temporarily withdrawn permission for you to come onto the premises of Oasis Academy.....

To enable her/him to determine whether to confirm this decision for a longer period. You were given the opportunity to give your written comments on the incident concerned by

We have not received a written response from you/I have received a letter from you dated, the contents of which I have carefully considered.

In the circumstances, I have decided that it is not necessary to confirm the decision and I am therefore restoring to you permission to come onto the Academy premises, with immediate effect.

(Optional) I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the Academy premises once again.

Yours sincerely

Regional Director
cc. Principal

Letter 4a Continue ban after second review (sent by the Regional Director)

Special delivery

Dear

Oasis Community Learning promotes working, learning and developing together. We believe that good relationships are at the heart of everything we do.

On Mrs/Miss/Mr/Mx(Principal's name) wrote to inform you that he/she had temporarily withdrawn permission for you to come onto the premises of Oasis Academy.....

To enable her/him to determine whether to confirm this decision for a longer period. You were given the opportunity to give your written comments on the incident concerned by

We have not received a written response from you/I have received a letter from you dated, the contents of which I have carefully considered.

You were also advised that we would take steps to review this decision by

I have now completed the review. However, I have determined that it is not yet appropriate for me to withdraw my decision. **(Add brief summary of reasons).**

I therefore advise that the instruction that you are not to come onto the premises of Oasis Academy....., without my prior knowledge and approval remains in place (insert date)

If you do not comply with this instruction I shall arrange for you to be removed from the premises and you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

I shall undertake a further review of this decision by**(insert review date which should be within a reasonable period and no longer than six months).**

In the meantime you can write to me with a statement of your views, which I will consider.

Yours sincerely

Principal
cc: Regional Director

Letter 4b Restore permission after later review (sent by the Principal)

Special delivery

Dear

Oasis Community Learning promotes working, learning and developing together. We believe that good relationships are at the heart of everything we do.

I wrote to you on confirming that permission for you to come onto the premises of Oasis Academy had been withdrawn until further notice. I also advised you I would take steps to review this decision by

I have now completed the review. I have decided that it is now appropriate to restore permission for you to come onto the Academy premises with immediate effect.

I trust that you will now work together with the Academy and there will be no further difficulties of the kind which made it necessary to restrict your access to the Academy premises.

(Optional) I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the Academy premises once again.

Yours sincerely

Principal
cc: Regional Director

RACI matrix

“R” for anyone who is “Responsible” for a task listed in the policy, an “A” for anyone who is “Accountable”, a “C” for anyone who must be “Consulted” under the policy and “I” for anyone who must be “Informed” about aspects of the policy.

Policy Element	Board	Leadership				Academy			
		OCL CEO	OCL COO	National Directors	Regional Director	Academy Principal	Role 1	Role 2	Role 3
Staff are all aware of policy and expectations		A	A	A	A	R			
Parents are made aware of the policy						R / A			
Communication is regular with RD over conduct issues					A	R			
OCL policy guidance is followed fully by the academy					A	R			
Practice is monitored and reviewed					A	R			
Policy aligns with other OCL policies		A		R					

Document Control

Changes History

Version	Date	Owned and Amended by	Recipients	Purpose
1.0	July 2019	Chris Chamberlain	All Principals & NET	Share effective practice and ensure consistency
1.1	Sept 2019	Chris Chamberlain	All Principals & NET	Addition of Appendix D
2.0	January 2022	Chris Chamberlain & Jon Needham	All Principals & NET	Updated expectations section and updates in line with KCSIE 2021

Policy Tier

- Tier 1
 Tier 2
 Tier 3
 Tier 4

Owner

Chris Chamberlain

Contact in case of query

Chris.chamberlain@oasisuk.org

Approvals

This document requires the following approvals.

Name	Position	Date Approved	Version
Directors' Group		31/1/22	2.0

Position with the Unions

Does the policy or changes to the policy require consultation with the National Unions under our recognition agreement?

- Yes
 No

If yes, the policy status is:

- Consulted with Unions and Approved
 Fully consulted (completed) but not agreed with Unions but Approved by OCL
 Currently under Consultation with Unions
 Awaiting Consultation with Unions

Date & Record of Next Union Review
n/a

Location

Tick all that apply:

- OCL website
- Academy website
- Policy portal
- Other: state

Customisation

- OCL policy
- OCL policy with an attachment for each academy to complete regarding local arrangements
- Academy policy
- Policy is included in Principals' annual compliance declaration

Distribution

This document has been distributed to:

Name	Position	Date	Version
All Principals and the NET	All Principals and the NET	July 2019	1.0
All Principals and the NET	All Principals and the NET	Sept 2019	1.1
All Principals and the NET	All Principals and the NET	Jan 2022	2.0