



Code of Conduct for Parent and Carers

1. The trust's mission

MARK Education Trust's aim is to provide the best possible education for our students, preparing them for life in the 21st century, so they can stand equally alongside their peers, locally, nationally and globally. This is underpinned by an ambitious vision and clearly stated values.

The purpose of this code of conduct

To foster strong and respectful relationships and sustain safe, purposeful and happy environments in and around the trust's schools, this code of conduct outlines how parents and carers are expected to work alongside the trust's schools.

2. Supporting the trust's values

Everyone associated with the trust is expected to support the trust's guiding values and the expectation that everyone will 'Make their MARK' via the trust's Manners, Acceptance, Respect and Kindness ethos.

3. Raising issues

It is understood that parents and carers raising any issues in relation to their child or children can be emotive, but parents and carers are encouraged to express any concerns they may have directly with the school as soon as possible so that they can be resolved swiftly and in a constructive manner through an open and positive dialogue. However, no matter how emotive the issues, when interacting with the trust or any of its schools, parents and carers are expected to observe this code of conduct. Parents and carers who remain unsatisfied with the trust or school's response can complain in line with the trust's complaints policy and procedure which can be found on our website.

4. MARK Education Trust expects parents and carers to:

- a. Support the trust's values and reflect its ethos by:
 - Ensuring that their children are adhering to behaviour policies, including uniform, and equipment.
 - Setting a good example to students through their own behaviour and the way they interact with staff, students and other adults.
 - Managing their child's behaviour appropriately, particularly on school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
 - Respecting the trust's schools' property and environment by keeping it clean and tidy and by expecting the same from their children.
 - Adhering to procedures regarding driving and parking when dropping off and collecting students; this includes respecting residents' access to their properties.
 - Where appropriate, clarifying with the school their child's version of events, to establish the facts to bring about a peaceful and swift solution to any issue.
 - Working collaboratively and respectfully with staff for the benefit of their child or children.
 - Understanding that schools are required to work within guidelines defined by external bodies, for instance those set out within the SEND Local Offer.
- b. Report safeguarding concerns without delay:
 - Issues raised during school hours will be addressed in accordance with the trust's Child Protection and Safeguarding Policy.
 - Issues arising outside of school hours and in the school holidays should be reported to the police in the first instance.

- c. Contact staff via email in the first instance with:
 - A brief outline of a concern and to request a follow up call or meeting to discuss the matter in more detail and in collaboration with staff.
 - Consideration about the frequency, length and tone of communication.
 - An understanding that staff will endeavour to respond to any concerns in a timely way.
- d. Meetings:
 - If parents wish to record a meeting, they must inform staff in advance and obtain consent before recording.

5. MARK Education Trust will not tolerate any of the following:

- a. Inappropriate behaviour:
 - Using abusive, offensive, racist or sexual language.
 - Inappropriately raised voices.
 - Bullying, harassment, abusive or threatening intimidation, including online, via email, phone or in person.
 - Physical intimidation including using aggressive hand gestures.
 - Displaying disruptive or other inappropriate behaviours which interferes or threatens to interfere with any of trust or school operations or activities.
 - Writing or posting abusive, offensive or defamatory comments about an individual, the trust or the schools, including on social media or other public forums.
 - Dressing inappropriately.
 - Smoking, vaping or the use of drugs on trust or school premises.
 - Drinking alcohol on school premises, unless it has been authorised and supplied by the trust or a school during a planned school event.
- b. Breaching safety and security
 - Driving unsafely in or around the schools or ignoring parking and drop off / collection rules.
 - Trespassing on school properties without prior permission or implied licence.
 - Causing intentional damage to school or staff or student property.
 - Breaching school security or safeguarding procedures.
 - Taking photographs or videos on school premises without permission from the school.
- c. Discrimination
 - Against any member of the trust, its schools and their communities, including students, staff, trustees and other parents.

6. Consequences

Any instances of parents or carers breaching this code of conduct may result in:

- Restricting or redirecting the parent or carer's channels of communication to the school.
- Barring the parent from the school or trust premises.
- Contacting the police.
- Seeking legal redress through the courts.
- Reporting content the parent has posted online to the website's admin.
- Referring the case to the local authority.

7. Agreement to comply with the code of conduct

Parents and carers who accept a place at a MARK Education Trust school for their child are sent a copy of this code of conduct and are expected to adhere to it.