

PARENT CODE OF CONDUCT

1. Introduction

At Eltham College Family of Schools, we believe it is important to:

- work in partnership with parents to support their child's learning
- create a safe, respectful and inclusive environment for everyone – including pupils, staff and parents.
- model appropriate behaviour for our students at all times

To help us do this, we set clear expectations and guidelines about the conduct and behaviour of all members of our community – including pupils, staff, parents and visitors.

When you accept a place for your child at one of our Schools it is the start of a partnership in which good working relationships between staff and parents are essential. In order to fulfil our obligations to you and your child, and to maintain a constructive relationship with you, we ask for your cooperation and that you engage with the School in a manner that is reasonable and respectful.

This Parent Code of Conduct therefore provides further detail about how we expect parents to interact with the School and behave towards and communicate with other members of the School community, including School staff, representatives of the School and other pupils – in person or online.

For the purpose of this Protocol, parent has the same meaning as parent in the Parent Contract and means any person who has signed the Acceptance Form as a holder of parental responsibility for the child at the School.

2. Supporting your child

The School expects that as parents, you will support your child in their education and participation in School life. Whilst not an exhaustive list, this includes:

- respecting and upholding the ethos, vision and values of the School
- encouraging your child in their studies and giving appropriate support at home, including by providing suitable time and space for any homework to be completed independently
- ensuring your child attends School and arrives on time and ready to learn
- actively supporting the School in ensuring your child follows any School rules, including with regards to appearance, dress code and behaviour
- responding to any requests for information or consent regarding your child's participation in School activities in a timely manner
- engaging quickly, openly and cooperatively with School staff should they raise any concerns with you regarding your child's academic progress, behaviour or wellbeing
- attending routine parent meetings or any individual meetings arranged to discuss or support your child



Grove Park Road, London SE9 4QF
Telephone 0208 8857 1455
headmaster@eltham-college.org.uk
X @ElthamCollegeUK
www.elthamcollege.london



4 St Germans Place, London SE3 0NJ
Telephone 020 8858 0692
info@blackheathprep.co.uk
X @BlackheathPrep
www.blackheathprep.co.uk



Mottingham Lane, London SE9 4RW
Telephone 0208 857 3457
JSHead@eltham-college.org.uk
X @ElthamJuniors
www.elthamcollege.london



3. Engaging with the School

The School expects that as parents, you will work with the School to maintain a constructive relationship with all staff in the best interests of our pupils. The School values positive, timely, two-way communication with parents and expects that as parents, you will:

- treat all members of the School community with respect
- ensure all communications (whether in person, via email, by telephone or otherwise) are reasonable, polite and appropriate, including in respect of the content, tone, volume and/or nature of the communication
- respond promptly to communication from the School and attend meetings when requested by School staff
- respect the working hours of staff when making contact and while awaiting a response

4. Sharing information with the School

The School expects that as parents, you will provide information to the School that may affect your child in a timely and transparent manner, and in a way that is accurate, truthful and not misleading. This will include information (or any updates to information) relating to:

- your child's emotional, psychological or physical wellbeing
- any health/medical condition, disability or allergies
- any special educational needs
- any court orders applicable to your child
- your child's ability to continue as a pupil at the school (e.g. inability to pay the School fees/any change in immigration status)
- any other matter that may impact on your child's engagement in day-to-day School life

This is not an exhaustive list.

5. Raising Concerns

The School encourages you to raise any day-to-day queries or issues regarding your child's experience at school at the earliest opportunity. The School will always seek to work with you in a constructive manner to resolve them. To do so, the School expects that as parents, you will:

- raise any concerns or complaints directly with the School at the earliest opportunity
- seek a solution to the issue that is in the best interest of the child

The School has a Complaints Policy which governs how any complaints will be handled and this seeks to resolve complaints informally, where possible and appropriate.



6. Respecting professional decisions

Although always willing to discuss the context for any decision regarding your child, ***the School expects you, as parents to understand and respect that, as education professionals, School staff:***

- have a duty of care to each individual pupil which must always be balanced against the needs of the School community as a whole
- may issue a disciplinary sanction against a pupil, following due process and in accordance with the School's policies relating to behaviour and discipline, with the expectation that parents will support and uphold any such measure
- will allocate pupils to teaching sets (where applicable) based on their professional judgment and knowledge of each individual pupil within the context of the pupil's peer group
- are obliged to act with integrity and honesty when predicting grades or writing references for pupils.

7. Unacceptable parent conduct or behaviour

Whilst not an exhaustive list, ***the following are examples of parental conduct that would be unacceptable and will not be tolerated in or by any of our Schools:***

- acts (or threatened acts) of aggression, violence, intimidation or threat – whether of a physical or psychological nature
- use of offensive, abusive or otherwise inappropriate or disrespectful language
- any discriminatory, bullying or harassing conduct or behaviour including sexual harassment
- making a malicious allegation about a member of staff or the School
- acting disrespectfully to match officials, coaches or others (including other parents) during sporting fixtures or other co-curricular activities
- posting derogatory, defamatory or offensive comments about the School or any member of the School community online
- communicating with the School in person or in writing (directly or indirectly) in a manner which is deemed voluminous, relentless, confrontational, unreasonable, intimidating and/or overly aggressive
- behaving in a manner which is likely to, or does, adversely affect the safety or welfare of any member of the School community
- Smoking (including vaping) or drinking alcohol on the School premises (unless alcohol has been allowed at a specific event)
- possessing or taking drugs
- bringing dogs onto the school premises (other than guide dogs)

8. Breaches of this Code

The School appreciates that the vast majority of parents are reasonable and respectful in all their interactions with School staff and the wider school community. However, instances where the School



believes that parental conduct or behaviour has fallen short of the expectations as set out in this Code of Conduct will be taken seriously, in accordance with the relevant terms of the Parent Contract (including section 6 and 8 of that Contract).

Where warranted and depending on the nature of the conduct or behaviour in question, the School will take appropriate steps in response which could include, for example:

- writing to the parent/s to remind them of their obligations and the expected standards of behaviour/conduct;
- requiring specific action, for example, to attend a meeting or provide certain information;
- inviting the parent/s to meet with a senior member of staff or the Head;
- putting in place a communication plan which places some parameters or conditions on the manner in which the parent/s may communicate with the School;
- banning the parent/s from the School site or certain School events; or
- requiring the removal of their child from the School in accordance with the terms of the Parent Contract.

The School will always respond to an incident in a proportionate way, prioritising at all times the interests of our pupils. The final decision for how to respond to breaches of the Code of Conduct rests with the Headmaster & CEO of the Eltham College Family of Schools.

March 2025