

1. Introduction

ArtsEd Day School and Sixth Form recognises that a child's education is most impactful and fulfilling when parents, guardians and carers (collectively referred to in this Code of Conduct as "parents") and the School work together in the best interests of the child. While we appreciate that there can be challenges during a child's time at school, we will always look to do our best for each and every pupil. In return we expect that parents to maintain a constructive relationship with the School.

In return we expect that parents will maintain a constructive relationship with the School. In our Terms & Conditions, which all parents sign and agree to on entry to the School, we set out the expectations we have of parents; this Code of Conduct expands upon that to ensure everyone in the School community understands the expectations we all have.

In particular we ask that in all your dealings with the School you look to maintain the following core values of:

- trust
- honesty
- respect for all
- respect for the environment
- treating every pupil as an individual
- allowing pupils to grow and develop their potential, free from fear and bullying

We hope the examples of unacceptable behaviour outlined below are obvious and uncontroversial, and that you can help us enforce them, so that everyone in the ArtsEd community feels safe and respected at all times.

2. Rationale

At the ArtsEd Day School and Sixth Form (the "School") we are committed to fostering a safe and respectful environment for everyone. As part of this, we set expectations about the conduct and behaviour of all members of our community, including the families of children at the School. These expectations extend to all and any visitors to, or users of, the ArtsEd site and facilities.

When you apply for and (if a place is offered) when you accept a place for your child at the School 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.

The School's Parent Contract (Terms and Conditions) sets out your obligations as parents of a child at the School. This Code of Conduct 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 Code of Conduct, "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. It will, in addition, include prospective parents who are engaging with the School's admissions process.

3. Supporting your child

It is important that parents model good behaviour and learning habits. The School expects that you will support your child in their education and participation in School life including by:

- 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;
- 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; and
- attending routine parent meetings or any individual meetings arranged to discuss or support your child.

This list is non-exhaustive.

4. Sharing information with the School

In order for the School to provide the best possible education and care for your child it is essential that details of any matters that may affect your child are shared with the School in a timely and transparent manner and that such information is accurate, truthful and not misleading. This will include information (or any updates to information) relating to, but not exclusively, the following:

- your child's emotional, psychological or physical wellbeing;
- any health/medical condition, disability or allergies;
- any special educational needs;
- any time when you are uncontactable and/or alternative living arrangements for your child are necessary;
- 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); or
- any other matter that may impact on your child's engagement in day-to-day School life.

This list is non-exhaustive.

5. Communicating with the School

The School values positive, timely, two-way communication with parents and expects that all parents will:

- identify the most appropriate member of staff to contact about a particular issue by consulting the relevant Handbook of the Day School or Sixth Form;
- refrain from unreasonably duplicating correspondence;
- respect the working hours of staff when making contact and while awaiting a response;
- understand that teachers must prioritise time with their pupils and are unlikely to be able to answer calls or respond to emails immediately during the School day;
- if requesting a meeting or telephone call, provide as much information as possible in advance so that staff can prepare appropriately and ensure a productive meeting;
- raise any concerns or complaints directly with the School via the appropriate channels;
- 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; and
- heed and respect the School's decision regarding the appropriate person to consider any concern; and
- follow the School's Complaints policy to its conclusion.

We encourage you to raise any day-to-day queries or issues regarding your child's experience at school at the earliest opportunity and we hope we can work together in a constructive manner to resolve them. 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 parents to understand and respect that, as education professionals, School staff:

- have an overriding duty to the pupils in its care, including your child. This duty of care to each pupils must always be balanced against the needs of the School community as a whole as well as against the rights and interests of parents;
- may issue a disciplinary sanction against a pupil, following due process and in accordance with the School's policies relating to behaviour and discipline, including the Behaviour, Rewards and Sanctions Policy, with the expectation that parents will support and uphold any such measure;
- will use their professional judgment and knowledge of each individual pupil, within the context of the pupil's peer group (and the wider School as necessary), to:
 - allocate pupils to teaching sets (where applicable);
 - allocate performance opportunities and other roles (where applicable); or
 - audition and cast pupils for productions and performance opportunities;*this list is non-exhaustive and is intended to provide examples only.*
- are obliged to act with integrity and honesty when predicting or assessing grades, writing references for pupils or engaging with exam requirements and regulations (including in respect of suspected malpractice).

7. Expectation

In order to support a peaceful and safe school environment, ArtsEd will not tolerate poor behaviour from parents and visitors such as the following (which seeks to provide some illustrations of poor behaviour):

- behaviour that would compromise the Health & Safety of staff, pupils and other visitors on site;
- behaviour that compromises the School's Data Protection responsibilities or discloses confidential agreements;
- providing false or misleading information to the School or failing to disclose information;
- failing to respect the School's need to remain neutral in the case of family disputes;
- failing to comply with reasonable directions from ArtsEd staff;
- disruptive behaviour, which interferes or threatens to interfere with the operation of a classroom, or any other area of the School campus;
- using offensive or intimidating language, swearing, cursing, or using profane language to a member of ArtsEd staff, Trustee, visitor, fellow parent (carer or guardian) or pupil;
- threatening to cause actual bodily harm to a member of ArtsEd staff, Trustee, visitor, fellow parent (carer or guardian) or pupil;
- using rude, intimidating or aggressive hand gestures, including shaking or holding a fist towards another person;
- damaging or destroying ArtsEd property;
- forwarding private email correspondence with the School to a fellow parent (carer or guardian) or pupil;
- abusive, intimidating or threatening emails or text/voicemail/phone messages or other written communication to a member of ArtsEd staff, Trustee, visitor, fellow parent (carer or guardian) or pupil;
- going to the press/media without talking with the School and following the complaints procedures to their conclusion;
- using physical aggression towards another adult or child. This includes physical punishment against your own child on School premises;
- approaching someone else's child in order to discuss or chastise them because of the actions of that child towards their own child; or
- smoking, vaping or consuming drugs whilst on School property or accessing the School site whilst intoxicated or under the influence of drugs.

This list is non-exhaustive.

Whilst the use of such behaviour is unacceptable in all circumstances, the School has a duty of care to protect the children in our care from being exposed to such behaviour (whether or not directed at them). Should any of the above behaviour occur on School premises, the School may feel it is necessary to contact the appropriate authorities and, if necessary, ban the offending adult(s) from entering the School site.

8. Use of Social Media

ArtsEd makes use of social media, to enable parents and guardians to receive and respond to messages and information regarding School events and positive contributions to the School's social media, such as Instagram, are welcomed.

However, if misused, the School community can be negatively affected, with the potential to amplify misleading information and undermine the Schools messaging and brand. This Code of Conduct sets out clear procedures for how we expect parents and guardians to conduct themselves on social media (for the purposes of this Code of Conduct, the term social media includes all and any such platforms - messenger apps, such as WhatsApp, Facebook or Instagram, and also email). We take very seriously inappropriate use of all and any such platforms by a parent to humiliate or criticise publicly the School, another parent, member of staff, Trustee or child (whether they are a pupil of ArtsEd or another school).

Any concerns parents may have about the School should be made through the appropriate channels by speaking to the Class Teacher, Tutor, Head of Key Stage, or member of the Senior Leadership Team, so that they can be dealt with fairly, appropriately and effectively for all concerned. Parents should not use social media as a medium to air a concern or grievance. Additionally, parents who are also members of staff, should be mindful of the staff code of conduct requirement that as a member of the School community, each employee has an individual responsibility to maintain their reputation and the reputation of ArtsEd, whether inside or outside. working hours.

The School considers the following examples to be inappropriate uses of social media - this list is non-exhaustive and is intended to provide examples only:

- defamatory, offensive or derogatory comments regarding the School or any of the children, parents, staff or Trustees of ArtsEd on WhatsApp, Facebook, Instagram or other social media sites;

- making false/vexatious/unfounded allegations against members of the School community or recklessly repeating gossip/unsubstantiated allegations;
- taking images or videos of other children without their consent and/or the consent of their parents, and sharing them online;
- any action which may directly, or indirectly, bring the School or ArtsEd into disrepute;
- forwarding and copying of private email correspondence with the School to a fellow parent or pupil;
- circulating emails, or sending emails directly, with abusive or personal comments about staff, Trustees or children;
- using social media to publicly challenge School policies or discuss issues about individual children or members of staff;
- threatening behaviour, such as intimidating staff, or using bad language; or
- breaching School security procedures.

At ArtsEd, we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately.

9. Unacceptable conduct or behaviour

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 determines that parental conduct or behaviour has fallen short of the expectations as set out in this Code of Conduct will be taken seriously. 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:

- not progressing an application (where the conduct is by a prospective parent);
- 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 Headteacher;
- 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 Exclusions Policy.

This list is non-exhaustive.

The School will always respond to an incident in a proportionate way, prioritising at all times the interests of our pupils and wider School community. Examples, for illustration, are given below showing the proportionate actions that the School may take in the event of any parent or visitor of the School breaking this code:

- In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will, in the first instance, be referred to the Police. This will include all cases of threats of violence and actual violence to any child, staff or Trustee of the School. This will also include anything that could be seen as a sign of harassment of any member of the School community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the School may refer the matter to the School's solicitors for further action.
- In cases where this Code of Conduct has been broken but the breach was not a libellous, slanderous or criminal matter, then the School will send a formal letter to the parent or visitor with an invitation to a meeting. If a parent or visitor refuses to attend the meeting, the School will issue a written instruction asking them to cease the behaviour causing concern and warn that if they do not, they may be in breach of the School's terms and conditions and at risk of having their contract terminated by the School, in accordance with the School's standard Terms & Conditions.
- If a visitor refuses to attend the meeting, the School will issue a written instruction asking them to cease the behaviour causing concern and warn that if they do not, they may be issued with a ban to prohibit them from entering the School grounds to safeguard our School community. The duration of the ban will be dependent on the situation. Should the nature of the visitor's behaviour be considered to pose a risk to the ArtsEd community, then an immediate ban could be imposed temporarily or permanently.
- In the event of non-compliance with a banning order, the School would work with the Police or other relevant authorities to enforce any orders or take such further action as appropriate (this may include the enforcement of a restraining order to restrict access to the School site).

The following are examples of parent or visitor conduct that is particularly serious and may result in your child being asked to leave the School under the terms of the Exclusions Policy:

- repeated and or persistent breaches of the Parent Code of Conduct or Parent Contract;

- treating the School, a member of staff or another member of the School community unreasonably, which may include:
 - acts of physical aggressive, violence, intimidation or threat;
 - use of offensive, abusive or otherwise inappropriate or disrespectful language; or
 - any discriminatory, bullying or harassing conduct or behaviour including sexual harassment.
- making a malicious allegation about a member of staff or the School;
- 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, and/or overly aggressive; or
- behaving in a manner which is likely to, or does, adversely affect the safety or welfare of any member of the School community.

This list is non-exhaustive.

10. Moving between Key Stages

Where the School does not believe that the relationship between the School and the parents is constructive and the child is being impacted by this, the School reserves the right to give notice such that the child does not move to the next stage of their education; this will normally be at a point when there is a change of Key Stage, but on occasion this might be the end of an Academic Year. The normal transition points are at the end of Year 8 and the end of Year 11; pupils have to successfully audition to move into Year 12. Such a measure would only be taken after the School has made every effort to meet with the parent and address any concerns.

11. Termination of Contract Due to a Breach of this Code of Conduct

There is an expectation that parents and guardians will behave courteously, reasonably and with respect shown to staff and pupils at the School. The following actions (a may constitute a fundamental breach of their agreement and contract with the School:

- if parents engage in aggressive, abusive, dishonest or obscene behaviour or language towards staff or other members of the School's community;
- fees are overdue for payment; or
- if the School considers that there has been a collapse in mutual trust and confidence with the parents.

This list is non-exhaustive.

As per the Terms & Conditions, serious misconduct by a parent may result in termination of this agreement by the Headteacher, with or without notice (in the case of notice, this would be one full term). Regard will always be given for the wellbeing and best interests of the pupil.

We thank parents for reading and following this Code of Conduct.

Review of Parents and Visitors Code of Conduct

Document Title	Parents and Visitors Code of Conduct
Maintained By	Headteacher
Owned By	Headteacher
Approving Committee / Ratifying Body	DSSF Committee
Last Reviewed on	Nov 2025
Review on	Nov 2026
Current Version	Version 1.1
Location of master document	Organisational File Shares > Policies > DSSF
Web location	https://artsed.co.uk/day-school-and-sixth-form/policies/