

# Haven High Academy

## Parent Code of Conduct

2026–27

### Our Vision

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At Haven High Academy, we strive to foster a supportive and collaborative learning environment. We acknowledge the critical role parents and carers play in their children’s educational journey and value the strong partnership between home and school.

This Code of Conduct outlines our expectations for all parents, carers, and visitors to ensure we maintain a positive, respectful, and safe community for everyone involved. It covers conduct on school premises, all forms of communication with the school, and the use of recording devices and social media.

### Core Principles

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We kindly request all parents, carers, and visitors to:

1. Uphold and promote our school’s ethos and values.
2. Acknowledge the importance of collaboration between parents and school staff in children’s education.
3. Lead by example through their conduct and communication.
4. Utilise designated channels for school-related communication.
5. Actively participate in their child’s learning and personal development.
6. Contribute to creating a secure and welcoming school atmosphere.

### Expected Behaviours

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To cultivate a constructive school community, we expect parents, carers, and visitors to:

- Interact respectfully with all members of the school community.
- Address any concerns directly with the school through appropriate channels.
- Adhere to and reinforce school policies and guidelines.
- Encourage their child to follow school rules and meet behavioural expectations.
- Work in partnership with school staff to support their child’s education.
- Maintain the privacy and confidentiality of other families and staff members.
- Address their own child’s misbehaviour, particularly in public settings, to prevent potential conflicts or hazardous situations.

## Unacceptable Behaviours

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The following actions are deemed inappropriate and may result in consequences including formal warnings, restrictions on communication channels, a ban from the school site, or referral to the police:

- Engaging in disruptive conduct within school grounds.
- Employing abusive, offensive, or vulgar language toward any school community member, whether in person, by telephone, or through any other medium.
- Exhibiting threatening or hostile behaviour towards any school community member.
- Causing harm to or destroying school property.
- Transmitting hostile messages through any medium (e.g., email, text, voicemail, social media, or telephone).
- Making or sharing unauthorised recordings of meetings, conversations, or interactions involving school staff, students, or other visitors (see Recording and Photography Policy below).
- Consuming tobacco, alcohol, or illicit substances on school premises.
- Bringing pets onto school grounds (excluding authorised assistance animals).
- Confronting or reprimanding other students.

## Communication Guidelines

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We encourage open and respectful communication through designated school channels. All communication with the school — whether in person, by telephone, by email, or through any digital platform — must be conducted respectfully and in accordance with this Code of Conduct.

When contacting the school, we ask that you:

1. Utilise official school communication channels for all school-related matters.
2. Arrange appointments to discuss concerns with relevant staff members.
3. Follow the school's established procedures for addressing issues.
4. Exercise responsibility and constructiveness when using social media in relation to school matters.

## Recording and Photography Policy

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Haven High Academy is committed to transparency and open communication. However, to protect the privacy, dignity, and wellbeing of all members of our school community — including staff, students, and other parents and carers — the following expectations apply to the recording and photography of meetings and interactions, whether on school premises or conducted remotely.

## Our Position on Recording

Parents and carers must not make audio or visual recordings of any meeting or interaction with school staff without the prior written consent of the school and all individuals present. This applies to:

- Formal meetings, including review meetings, disciplinary discussions, SEND reviews, and complaint hearings.
- Informal conversations with staff on school premises.
- Remote or virtual meetings conducted by telephone, video call, or platforms such as Microsoft Teams.

Where a parent or carer wishes to record a meeting for accessibility reasons — for example, due to a disability or communication need — this must be requested in advance and agreed in writing with the Executive Headteacher. The school will consider all such requests on a case-by-case basis.

## Photography on School Premises

Parents and carers must not photograph or film staff, students, or other visitors on school premises without prior consent. This includes the use of mobile phones, tablets, or any other recording device. Photography or filming of any student other than your own child is not permitted under any circumstances.

## Legal Framework

The following legal provisions are relevant to the recording and photography of meetings and interactions involving school staff and students:

- UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 — Recording an individual without their knowledge or consent may constitute unlawful processing of personal data where that recording captures identifiable information about a third party.
- The Human Rights Act 1998 (Article 8) — All individuals have a right to respect for their private and family life. Covert or unauthorised recording of staff or other individuals may engage and infringe upon this right.
- The Malicious Communications Act 1988 and Communications Act 2003 — Where recordings are subsequently shared or published with the intent to cause distress or harm, or in a grossly offensive manner, this may constitute a criminal offence.
- The Protection from Harassment Act 1997 — A course of conduct involving repeated recording or filming of an individual without consent, where this causes distress, may constitute harassment.
- The Defamation Act 2013 — The publication or sharing of recordings in a manner that damages the reputation of a staff member or the school may give rise to a claim for defamation.

## Consequences of Unauthorised Recording

Where a parent or carer is found to have made an unauthorised recording of a meeting or interaction, the school reserves the right to:

1. Require the immediate deletion of the recording in the presence of a member of staff.
2. Suspend or restrict access to certain communication channels.
3. Issue a formal warning under this Parent Code of Conduct.
4. Implement a ban from school premises under Section 547 of the Education Act 1996.
5. Refer the matter to the police or relevant authorities where a criminal offence may have been committed.
6. Seek legal advice regarding civil remedies where appropriate.

## Social Media Policy

While we recognise social media's potential for positive communication, we must address its misuse:

- Please refrain from posting defamatory, offensive, or derogatory content about the school, its staff, or any member of the school community on social media platforms.
- Avoid using social media to instigate campaigns or air grievances against the school, staff, or other parents and students, as this does not serve the best interests of our children or the broader school community.
- Direct any concerns through appropriate channels, not via social media.
- Do not share recordings, photographs, or other material relating to school staff, students, or other parents obtained on school premises or during school-related meetings without explicit consent.

In cases of inappropriate social media use:

1. Parents and carers will be required to promptly remove any offending content.
2. The school may report the content to the relevant social media platform, as all sites have clear policies against misuse.
3. The school reserves the right to take further action, which may include limiting communication channels or access to school premises.
4. In severe cases, the school may consider legal recourse to address the misuse.

## Consequences and Escalation

Breaches of this Code of Conduct will be taken seriously. The school will apply a proportionate and staged approach to responding to misconduct, which may include:

1. A formal written warning setting out the nature of the breach and the expected change in conduct.
2. Restriction of access to specific communication channels, requiring all contact to be made in writing or through a designated alternative contact.
3. A formal ban from the school site and grounds under Section 547 of the Education Act 1996. During any such ban, all communication must be conducted through agreed channels and any child collection must take place outside the school gates.

4. Referral to the police where conduct may constitute a criminal offence under the Communications Act 2003, the Malicious Communications Act 1988, the Protection from Harassment Act 1997, or any other relevant legislation.
5. Legal action in respect of defamatory, privacy-infringing, or otherwise unlawful conduct.

If you wish to raise a concern or complaint about any matter, you may do so through the school's formal complaints procedure, details of which are available on our website. We remain committed to working constructively with all parents and carers in the best interests of every child at Haven High Academy.

**Review Date:** January 5<sup>th</sup> 2027