

## PARENT CODE OF CONDUCT

### 1. Purpose and scope

At Wac Arts, we believe it's important to create a safe, respectful and inclusive environment for all members of our community. To help us to do this, we aim to work in partnership with parents, guardians and carers to support their child's learning by setting clear expectations on appropriate behavior. These expectations also extend to anyone collecting students on someone else's behalf.

### 2. Our expectations of parents, guardians and carers

We expect parents, guardians and carers to:

- Respect the ethos, vision and values of Wac Arts
- Work together with staff to achieve the best outcome for your child and fellow students
- Treat all members of the Wac Arts community with respect – setting a good example with speech and behaviour
- Seek a peaceful and reasonable solution to all issues
- Help maintain Wac Arts as a safe space for your child by challenging any behaviors by your child (or those in your care) that could lead to conflict, aggression or unsafe conduct
- Approach the right member of Wac Arts staff to help resolve any issues of concern, following up by email to [admin@wacarts.co.uk](mailto:admin@wacarts.co.uk) if an appropriate response has not been received. We will aim to respond within five working days

### 3. Behaviour that will not be tolerated

- Language
  - Swearing, or using offensive language
  - Abusive or threatening e-mails or text/voicemail/phone messages or other written communications
  - Intimidating, threatening or shouting at members of staff, Trustees, students or other parents, guardians and carers
  - Posting defamatory, offensive or derogatory comments about Wac Arts, its staff or any member of its community, on social media platforms or sending such to the media
- Behavior
  - Use of physical punishment against your child while on Wac Arts premises
  - Any aggressive behaviour towards another child or adult
  - Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
  - Smoking or drinking alcohol on Wac Arts premises (unless alcohol has been allowed at a specific event)
  - Possessing or taking drugs (including legal highs)
  - Damaging or destroying Wac Arts property
  - Disrupting, or threatening to disrupt, Wac Arts operations (including events, sharing's and performances)
- Communication

- Threatening to do or inflicting actual bodily harm to a member of Wac Arts staff or Board, visitor, fellow parent, guardian, carer or student, regardless of whether or not the behaviour constitutes a criminal offence
- Recording of meetings or telephone calls without the explicit prior permission of all involved
- Making serial, unreasonable or vexatious complaints

#### **4. Breaching the code of conduct**

If Wac Arts suspects, or becomes aware, a parent, guardian or carer has or may have breached the code of conduct, Wac Arts will gather information from those involved, speak to the parent, guardian or carer about the incident and seek witness statements as it deems necessary to investigate and resolve the matter.

Depending on the nature of the incident, Wac Arts may then:

- Send a warning letter to the parent, guardian or carer
- Limit contact by allocating one key staff member to communicate with the parent, guardian or carer
- Invite the parent, guardian or carer into Wac Arts to meet with a senior member of staff, ending a meeting if this behaviour is displayed
- Not reply to communications that are offensive, abusive or derogatory
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from its legal advisers regarding further action (in cases of conduct that may be libelous or slanderous)
- Ban the parent from the Wac Arts site
- Terminate the service provided to the child/ward of the parent, guardian or carer

Wac Arts will always respond to an incident in a proportional way. The final decision for how Wac Arts responds to breaches of this code of conduct rests with the Chief Executive. The Chief Executive will consult the Chair of Trustees before banning a parent from the Wac Arts site or terminating the service provided to the child/ward.