



# Strood Academy

Engagement of parents, carers and  
visitors to the Academy Policy

Academic year 2024/25

Date of issue	September 2024
Date to be revised	August 2025

## **Introduction**

### **Purpose of the Policy**

This document delineates the structured approach to engagement between parents, carers, visitors, and the Academy, underscoring the imperative of a constructive relationship to enhance the educational ambience for students. It delineates the expected conduct within the Academy's premises and during communications with staff and other community members.

### **Significance of Constructive Engagements**

The Governing Body holds the conviction that robust partnerships with parents and carers are crucial to elevating educational outcomes for students. This policy is a testament to the Academy's commitment to engendering and maintaining beneficial relationships with all stakeholders within the school community.

## **Standards of Behaviour**

### **General Conduct Expectations**

All parents, carers, and visitors are expected to exhibit reasonable and respectful behaviour at all times towards staff and other constituents of the Academy community. Professional and respectful communication is pivotal and supports the educational and emotional welfare of the students.

### **Prohibited Conduct**

The following actions are deemed serious and unacceptable and will not be tolerated:

- Verbal aggression, such as shouting or swearing, whether in person or over the telephone or via email communication.
- Offensive, insulting, or defamatory remarks directed towards students or staff, communicated through any medium.
- Physical intimidation, assault, or any form of threatening behaviour.
- Persistent inappropriate communications such as harassment through emails or telephone calls.
- Misuse of social media platforms to disparage the Academy, its staff, or students.
- Actions that undermine the security protocols of the Academy.

### **Consequences of Unacceptable Behaviour**

Breaches of behavioural standards may invoke disciplinary actions including police involvement or bans from entering Academy premises. The Academy retains the authority to limit or revoke access should an individual pose a threat to the safety and harmonious operation of the community.

## **Access to Academy Premises**

### **Access Protocol**

The Academy employs a controlled access policy to safeguard the security of all students and staff. Parents, carers, and visitors are encouraged to schedule appointments in advance to facilitate effective communication and interactions.

### **Modifications to Visitor Access**

- **Dialogue and Warnings:** Concerns regarding an individual's conduct may initially be addressed through dialogue and warnings.
- **Adjusting Access Rights:** In cases of repeated or severe misconduct, the Academy may modify or withdraw an individual's access privileges.
- **Implementation of Bans:** Continuous or particularly severe misconduct may result in a temporary or permanent ban from Academy premises, with the possibility of revision dependent on subsequent review.

## **Procedure for Addressing Unacceptable Behaviour**

### **Initial Response**

Initial attempts to address incidents of unacceptable behaviour will be managed through dialogue and mediation by the Principal or senior staff.

### **Formal Procedures**

Should informal resolutions prove ineffective, formal complaint procedures may be initiated, adhering to the established timelines and protocols specified in the Academy's regulations.

### **Imposition of a Ban**

In extreme situations, the Principal may impose a ban on the offending parent, carer, or visitor. Detailed written communication will be provided to the individual explaining the reasons for the ban and the conditions under which it might be reviewed or rescinded.

## **Conclusion and Review**

### **Legal and Policy Advice**

In the implementation of this policy, the Academy will consult legal advisors and adhere to the Department for Education (DfE) guidelines to ensure that measures are fair, appropriate, and consistent with statutory educational policies and legal standards.

### **Policy Review**

This policy is subject to annual review to adapt to changes in legislation, community expectations, and the operational demands of the Academy.

## **Approval and Implementation**

**Approval by the Governing Body**

This policy has been formally approved by the Governing Body of the Academy and will be effective from the commencement of the academic year 2024-2025.

**Distribution**

This policy will be placed on the academy website for all staff, parents, carers, and visitors to ensure the expectations of behaviour are comprehensively communicated and understood.