Code of Conduct for Parental Communication with Barton Peveril College

Barton Peveril College strives to maintain excellent relations with its parent community while ensuring a safe working environment for its staff. This document outlines the expectations for parental communication with college staff and aims to foster mutual respect and understanding.

Guidelines for Parental Communication:

1. **Politeness and Courtesy:**
    - Parents are asked to address college staff politely and courteously, both verbally and in writing.
2. **Contacting College Staff:**
    - Parents are encouraged to utilise the college website for information enquiries; please email enquiries@barton.ac.uk for other questions or concerns. Complaints should be directed to complaints@barton.ac.uk.
    - Emails sent outside of working hours may receive an automatic response.
3. **College Visits:**
    - Appointments should be made to meet with specific staff members.
    - Parents should proceed to Reception upon arrival at the college site.
4. **Intimidation, Threats and Personal Attacks:**
    - Intimidation of staff will not be tolerated. This includes aggressive or inappropriate language, threats to involve external authorities or misuse of legal terms.
    - Parents should refrain from making complaints personal by questioning staff's motives, competency, professionalism, integrity, or honesty.
5. **Online Conduct:**
    - Parents should refrain from posting derogatory comments about staff online. The college will take legal advice if comments amount to defamation or cyber-bullying.
6. **Escalation to the Principal:**
    - Parents should not ask to speak to the Principal immediately. The Principal's involvement will be considered if college staff have not handled the concern appropriately, as per the Complaints Policy 2024.

Additional Considerations:

1. Barton Peveril College reserves the right to return unanswered any correspondence that does not conform to these expectations. Parents will be asked to amend and resend this.
2. Staff may cease phone calls and meetings if the parent breaches the code of conduct.
3. Barton Peveril College reserves the right not to engage with anonymous phone calls.
4. Barton Peveril College may restrict access to the college site and/or to the staff (including by email) for those who seriously or persistently breach the code of conduct.

Recording of phone calls, Google Voice calls or Google Meets:
Calls may be recorded in compliance with relevant regulations and data protection laws.

Conclusion:
Barton Peveril College is committed to maintaining open and respectful communication with parents. By adhering to this policy, both parties can work together to create a positive and productive environment for students and staff.