



Community Code of Conduct

1 Introduction

- 1.1** John Kyrle High School & Sixth Form Centre (JKHS) is an inclusive and caring community comprised of its staff, students, parents/carers, and other stake holders.

Our aim is to provide outstanding education for children and young people at our school and to be an important member of the local community. To achieve these ambitious goals, we recognise that all our stakeholders must always work together effectively.

Our school must be a safe and orderly place for all members of our community where all relationships and interactions demonstrate mutual respect and a shared responsibility for students' welfare and educational progress.

The purpose of this statement is to establish the positive behaviours we expect from all our stakeholders to maximise effective partnership working and fulfil our aims, duties, and aspirations as an educational establishment.

- 1.2** JKHS is an academy within the Heart of Mercia Multi-Academy Trust (HoM). Details about the Trust and its governance can be found here: [Heart of Mercia Multi-Academy Trust](#)

2 Expected behaviour and conduct

- 2.1** John Kyrle High School (JKHS) and the Heart of Mercia Multi-Academy Trust (HoM) are committed to the respectful and courteous treatment of all members of our community at all times.

All JKHS stakeholders are expected to maintain and generate confidence in the school and to support its good name in the community through the demonstration of high standards of personal conduct and positive interactions with other members of the JKHS community and beyond.

JKHS recognise that parental engagement is a crucial factor in educational success and in dealing with emerging issues or problems at an early stage. JKHS staff will seek to engage with parents/carers to ensure that it delivers its role and duties towards the pupils and young people attending the school and sixth form centre.

- 2.2** The list below outlines the positive behaviour that JKHS and the Heart of Mercia Multi-Academy Trust (HoM) expect from all stakeholders at the school.



- Engage with all members of the JKHS community in a positive, appropriate, and respectful manner at all times.
- Respect the caring ethos of the school and the Trust, underpinned by its core values.
- Use only language that is wholly appropriate for an educational environment where young people are present and set a good example for all in the language used when interacting with other members of the JKHS community.
- Use all JKHS facilities and property in a positive and appropriate manner, ensuring that others can enjoy these equally.
- Use social media and other forms of verbal and written communication in a manner that promotes and ensure positive relationships and outcomes, and does not detract, in any way, from the work of JKHS and its community.
- Maintain the highest standards of personal conduct at all times when engaging with the school, and refrain from any behaviour that might undermine, or be seen to undermine, the school's reputation and duty of care to all members of the JKHS community.
- Raise any concerns through the appropriate channels by contacting the relevant teacher, the headteacher or the chair of trustees so they can be dealt with fairly, appropriately, and effectively for all concerned.
- Behave and contribute positively and constructively during all meetings with all JKHS and/or HoM staff.
- Respect and always adhere to the JKHS and HoM safeguarding and child protection policies and procedures.

2.2 JKHS recognises that the majority of its stakeholders exhibit the behaviours outlined above in all their interactions with the school and other JKHS stakeholders.

Where behaviour from any JKHS stakeholder does not conform to these expectations, it will not be tolerated and will be dealt with under the appropriate JKHS or Heart of Mercia Multi-Academy Trust (HoM) policy.

- Where the unacceptable behaviour/conduct concerns a pupil, it will be dealt with under the JKHS Behaviour policy. This can be found at: [John Kyrle High School - Policies \(jkhs.org.uk\)](http://jkhs.org.uk)
- Where the unacceptable behaviour/conduct concerns a member of JKHS staff, it will be dealt with using the HoM Staff Code of Conduct and HoM Staff Disciplinary policy. These can be found at: [Policies & Key Documents | Heart of Mercia Multi-Academy Trust](#)
- Any unacceptable behaviour/conduct by parents/carers or other stakeholders will not be tolerated by JKHS or the Heart of Mercia Multi-Academy Trust.



Where the behaviour of parents/carers or other stakeholders falls below that which is expected (see Section 2.2), JKHS will engage with those involved to ensure that appropriate standards of behaviour are adhered to thereafter.

It should be noted that JKHS premises are private property and parents/carers will generally have permission from JKHS to be on our premises. In any cases of abuse or threats to staff, pupils, or other parents, JKHS reserves its rights under common law to bar the offending parent(s) from entering the school (See Appendix 1).

All potentially criminal acts committed by any member of the JKHS community will be reported immediately to the Police.

3 Complaints

It is in everyone's interest that concerns, and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure. Both John Kyrle High School (JKHS) and the Heart of Mercia Multi-Academy Trust (HoM) takes concerns and complaints seriously and will make every effort to resolve such matters as quickly as possible.

Complaints about JKHS and its staff (except for the Headteacher) should be made under the JKHS Complaints policy.

This can be found at: [John Kyrle High School - Policies \(jkhs.org.uk\)](https://www.jkhs.org.uk)

Complaints about the Headteacher should be addressed to the Chief Executive of the Trust and will be dealt with under the HoM Complaints Policy.

This can be found at: [Policies and Procedures | Heart of Mercia Multi-Academy Trust](#)

While the vast majority of complaints and concerns received by JKHS will be made in good faith, it must be recognised that there is the potential for unreasonably persistent, frivolous, or vexatious complaints.

Some examples of unreasonable, frivolous, or vexatious complaints or complainants might include:

- Unreasonable expectations about the level of resources to be devoted to investigating a matter.
- Unrealistic expectations about the seriousness of the matter complained about.
- Unreasonably frequent communication about the matter.
- Excessively long lists of questions about the matter.



- Repeated complaints about unrelated items.

In such cases the Headteacher, in consultation with the Chief Executive of the Trust, may decide that the complaint will not be investigated in the usual way. This decision will be communicated to the complainant in writing.

If the complainant is not satisfied with this decision, they can appeal to the Trust under Section 3 of the HoM Complaints policy. This can be found at: [Policies & Key Documents | Heart of Mercia Multi-Academy Trust](#)

4 Equality Impact

JKHS’s responsibilities towards promoting equality, diversity and inclusion have been considered when drafting this policy.

Date of review	Date agreed	LGB	Review date	Comments
13/11/23 HoM	13/11/23 HoM	14/12/2023	November 2024	Approved by Board



Appendix 1

Section 547 of the 1996 Education Act makes it a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance.

This covers behaviour that is aggressive, abusive, or insulting, or language from a parent/carer that presents a risk to staff, pupils, or other stakeholders. Furthermore, it is enough for a member of staff, or a pupil, or another stakeholder to feel threatened. In such circumstances, schools have the power under common law to bar the offending parent from their premises.

Where John Kyrle High School (JKHS) and the Heart of Mercia Multi-Academy Trust (HoM) deem it necessary, JKHS will inform the individual that they have been temporarily barred from the school premises or that the school intends to bar them, in writing. Letters will usually be signed by the Headteacher of JKHS, though in some cases the Trust may decide to write to the individual instead.

Should JKHS inform an individual in writing of the temporary bar or intention to bar, the individual will be invited to present their case in writing within 10 working days of the letter.

The individual case will then be reviewed by the Headteacher, in consultation with the Chief Executive of the Trust, and a decision taken over whether to bar the individual from the JKHS site or to remove the temporary bar. Where a bar from the site is issued, a date will be set for the case and the bar to be reviewed by the Headteacher, in consultation with the Chief Executive of the Trust. This review date will be within a reasonable period of time and no longer than 6 months.

The individual will be informed of the decision and the review date in writing within 10 working days from the receipt of any correspondence.

A decision to bar an individual from the JKHS site can be appealed to the Local Governing Body (LGB). Appeals should be lodged with the LGB in writing within 10 working days of the notification to bar the individual being sent by JKHS.

The LGB will review the details of the school's case for barring, and the individual's case. The LGB can decide to:

- Uphold the decision to bar and agree the date for the school to review the decision.
- Uphold the decision to bar but set a different date for the school to review the decision.
- Overturn the decision to bar and allow the individual to access the school site again.

The individual will be notified in writing of the appeal decision of the LGB. The decision of the LGB is final.

For further guidance on the rights of schools, please see:

[Controlling access to school premises - GOV.UK \(www.gov.uk\)](http://www.gov.uk)