



Leigh Academy
Strood

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Engagement of Parents, Carers and Visitors to the Academy Policy

Academic year 2025/26

Date of issue	September 2025
Date to be revised	August 2026

Leigh Academy Strood Engagement of Parents, Carers and Visitors Policy

Purpose of the Policy

This document shares the structured approach to engagement between parents, carers, visitors, and the Academy, underscoring the importance of a constructive relationship to enhance the educational excellence for students. It is expected that all communication with academy staff is respectful at all times.

Significance of Positive 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 academy community.

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 and Conduct

Breaches of behavioural standards may invoke disciplinary actions including Police involvement or bans from entering Academy premises. This may also include communication only via email should conduct on telephone conversations not be productive and in line with Academy expectations. 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.
- Communication via email only: Where communication via telephone has been below the Academy expectations, the academy will then communicate via email only.

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. This will be until the end of the academic year.
- **Communication via email only**
 - Where telephone conversations have been challenging and below the Academy expectations we will communicate via email only.

Where the academy has to implement a ban or only email communication this will be until the end of the academic year. A letter will be sent from the Principal to state this.

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 2025-2026.

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.