**Enterprise Learning Alliance**

**Parent/Guardian Code of Engagement**

The Enterprise Learning Alliance is a happy, welcoming school. All staff at the school value the relationship they have with parents/guardians and will do their best to support parents/guardians and students. The Governing body has a duty to ensure the well-being of school staff and takes this role very seriously.

**Parents/guardians are welcome on the school site to:**

* Attend pre-arranged meetings with members of staff
* Attend parent/guardian consultation meetings

**Meetings with staff:**

The expectation is that a parent/guardian will ring the school to make an appointment with a member of staff. Upon arrival at the school parents are expected to sign in at reception. It is not usually possible for parents/guardians to see any member of staff without a pre-arranged appointment.

**Behaviour towards staff:**

Although very supportive and welcoming; ELA staff are entitled to conduct their business without being subjected to abusive or threatening behaviour.

In the event of any threatening behaviour by parents/guardians towards our staff, students or other parents, we reserve the right, under the Local Government Act (regarding public behaviour on school premises), to take action such as (i) prohibiting a parent from entering the site and (ii) asking the police to attend.

Further s547 of the Education Act 1996, enables us to take action for threatening or abusive behaviour by parent/guardian, which could result in a fine up to £500.

**Telephone:**

A member of staff has the right to end a call if a parent/guardian is being abusive or threatening.

**Data Protection:**

CCTV images and telephone recordings are routinely made and may be used as evidence in any actions the school may take to ensure the safety and well being of staff and students.

We would also like to thank parents and guardians for their support and assistance in ensuring a safe and pleasant environment for all.