LINCOLN COLLEGE

PARENTAL CONDUCT GUIDANCE

POLICY CQ/PO/30

SPONSOR

Director – Performance and Standards

EQUALITY AND DIVERSITY STATEMENT

Lincoln College strives to treat all its members and visitors fairly and aims to eliminate all forms of unlawful discrimination, specifically across all protected characteristics. We will work towards a fair and just organisation and promote inclusion for all those impacted by Lincoln College and the wider community.

LINCOLN COLLEGE

PARENTAL CONDUCT GUIDANCE

1. PURPOSE

Lincoln College welcomes communications with parents, carers and guardians to help support the young people who attend our college, sadly there have been sufficient incidents of poor conduct by parents on our campuses, that we now need to be clear on what is and isn't acceptable behaviour, in the hope that this will foster more productive conversations between family members and staff at the college. This guidance outlines the expectations of reasonable conduct by parents, carers, and guardians when visiting the college or when communicating with staff. It aims to foster a respectful and collaborative environment that supports learners' education and wellbeing.

2. EXPECTATIONS OF CONDUCT

Parents are expected to:

Report to main reception: As part of our safeguarding guidance all visitors must report to main reception, obtain a visitor pass and be escorted by a member of staff on campus.

Communicate Respectfully: Interactions with staff, learners, and other parents should be courteous and free from any abusive, threatening, or disrespectful language or behaviour.

Follow Procedures: Direct concerns or queries to the appropriate staff member or department as outlined in the college communication guidelines.

Support Learner Independence: Recognise that further education encourages student independence; therefore, direct communication with learners is prioritised unless otherwise necessary.

Respect College Policies: Adhere to policies on safeguarding, health and safety, and confidentiality.

3. COMMUNICATION GUIDELINES

3.1. CONTACTING STAFF:

- Use designated channels such as email or phone during working hours.
- Allow a reasonable time for response (e.g., 2-3 working days).
- Urgent matters should be directed to safeguarding if there is a risk to a learner's wellbeing https://www.lincolncollege.ac.uk/support/safeguarding-and-mental-health
- For less urgent issues the administration team for the curriculum area will be able respond promptly to calls and queries.

3.2. MEETINGS:

- Schedule appointments in advance.
- Arrive on time and adhere to agreed durations.
- Report to main reception.

3.3. FEEDBACK AND CONCERNS:

- Polite courteous behaviour is expected, in person and in writing
- Raise concerns constructively through our formal complaint procedures if necessary https://www.lincolncollege.ac.uk/contact-us/feedback-and-complaints.
- Avoid public forums (e.g., social media) for grievances.
- Recognise that in some cases particular outcomes cannot always be guaranteed.

4. UNACCEPTABLE CONDUCT

4.1. THE FOLLOWING BEHAVIOURS ARE PROHIBITED:

- Aggressive or abusive language.
- Physical intimidation or threats.
- Persistent unreasonable demands on staff time.
- Disruption of college activities.

4.2. ACTIONS FOR BREACHES

1. Initial Warning: Staff may issue a verbal or written warning for minor breaches of the guidance and respectfully request there be no repetition in future.
2. Escalation: Serious incidents may result in restricted access to college premises or communication channels.
3. Legal Action: Threatening or violent behaviour will be reported to authorities.

5. MONITORING AND REVIEW

This guidance will be reviewed every three years or sooner if required by changes in legislation or operational needs.

6. SUPPORTING POLICIES

This guidance aligns with:

- Safeguarding Policies.
- Learner Conduct Policies.
- Complaints Policies
- Appeals Policies