Cornwall Education Learning Trust

Parent Partnerships Policy

Cornwall Education Learning Trust (CELT), Atlantic Centre, Trenance Leisure Park, Newquay, Cornwall TR7 2LZ

Our Mission

At Cornwall Education Learning Trust (CELT), our mission is clear: to provide every learner with an **exceptional educational experience.** One that enables them to thrive, achieve and succeed in life. We believe in a **100%** mindset, that every learner, in every classroom, in every school, deserves the very best we can offer. For us, 100% means no compromise: no learner left behind, no community overlooked, and no opportunity wasted.

Our strategic goals reflect this ambition. We are committed to empowering and growing our people, building an ambitious all-through entitlement, forging exceptional relationships with our communities, transforming provision through meaningful partnerships, and leading an ethical, effective and innovative organisation. These are not just aspirations; they are promises that shape the way we work and the culture we are building together.



Our Values

Our values are at the heart of everything we do. We believe in the power of **Collaboration**, building strong relationships and working together as one team to achieve our collective goals. We are committed to **Empowerment**, creating a culture where initiative, innovation and trust flourish, and where every individual feels valued, respected and motivated.

As a Trust, we are grounded in promoting **Leadership**, sharing a moral and ethical purpose to improve the lives of others and make a lasting difference for our learners and communities. And we embrace **Transformation**, approaching change positively so that we can all become our best selves and do our best work.

These values guide every decision we make and every action we take. They are the foundation of our Trust and the reason we can offer such exceptional opportunities for our learners and staff. If you choose to join CELT, you will be part of a values-driven organisation where people are supported to grow, contribute, and thrive.

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1. Policy Overview

1.1 Policy Purpose and Aims

Cornwall Education Learning Trust values strong partnerships with parents, carers and the community to support the success and wellbeing of all pupils. To maintain a safe, respectful environment for learning, we expect all parents, carers, and visitors to adhere to the following principles outline in this policy.

1.2 Policy Approval and Review

Policy Version Number:	1.0
Approved By:	Quality of Education
Approved On (Date):	08.12.2025
Review Period:	Biannually
Policy Lead:	Deputy Trust Lead

1.3 Policy Version History

Policy Version	Date Issued	Summary of Changes
1		First Issue – No Changes

2. Parent Partnerships / Code of Conduct

2.1 Core Expectations

- Treat all members of the school community - staff, pupils, parents, and visitors - with courtesy and respect.
- Adults must model positive behaviour for children at all times.
- Communicate calmly and constructively, whether in person, by phone, email, or online.
- Work with the school to resolve concerns through appropriate channels.

To ensure clarity and manage expectations, the following timeframes apply to all queries:

Acknowledgement: All queries will be acknowledged **within 2–3 working days** of receipt.

Full Response: A detailed response or resolution will be provided within **15 working days** wherever possible, if the matter requires.

Complex Matters: If an issue requires further investigation or input from multiple parties, parents will receive an update within the initial 15 working days, along with an estimated timeframe for completion.

These timeframes apply during term time. Queries received during school holidays may take longer to process.

2.2 Unacceptable Behaviour

- Aggressive, intimidating, or threatening actions or language.
- Swearing, abusive, or discriminatory remarks (including any protected characteristic, or any other view that could be considered to be discriminatory).
- Physical violence or damage to property.
- Harassment, bullying, or persistent unreasonable communication.
- Inappropriate use of social media, including posting defamatory or harmful content about the school, staff, pupils, or other parents.
- Making covert recordings of interactions with any school stakeholder without consent.
- Consumption of alcohol or illegal substances on school premises or attending while intoxicated.
- Approaching other children to reprimand or discuss incidents.
- Bringing animals onto school premises (except assistance dogs).
- Any behaviour that violates the law or school policies and incitement of others to do any of the above.

2.3 Online Conduct

Cornwall Education Learning Trust takes very seriously the inappropriate use of social media or online platforms to criticise, humiliate, or bring into disrepute any stakeholder of the Trust. Any

concerns you have must be made through the appropriate channels, so that the matter can be dealt with fairly, appropriately, and effectively for all concerned.

Online comments that damage the reputation of the Trust, school or target individuals, may be constitute unacceptable behaviour and could lead to further action.

2.4 Consequences

Any behaviour deemed unacceptable, whether in person or online, will not be tolerated. All incidents will be recorded, and individuals responsible may receive a formal written warning.

Headteachers can issue communication plans to parents at their discretion, to manage communication positively and to protect the wellbeing of staff.

In cases of serious or repeated misconduct, the school/Trust may impose temporary or permanent exclusion from the premises. Where behaviour is extreme, unlawful, or poses a significant risk, the school reserves the right to pursue legal remedies and report the matter to the police.

2.5 Commitment

By working together in a manner that is courteous and considerate, we create an environment where every child feels safe, supported, and valued. This shared commitment enables all learners to thrive academically, socially, and emotionally.

We expect all stakeholders (staff, students, parents, and visitors) to uphold these principles in every interaction, both in person and online, ensuring that our school remains a place of trust, safety and mutual respect for all.