



St Mary's Catholic Primary School

Parent Code of Conduct Policy

APPROVED BY: SENIOR LEADERSHIP

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1. Purpose and Scope

The school is fortunate to have a supportive and engaged parent and carer community. We value the partnership between home and school, recognising that strong relationships built on respect, communication and shared responsibility contribute significantly to children's wellbeing and educational success.

This Code of Conduct outlines the expectations for all parents, carers and visitors when interacting with the school. Its purpose is to ensure a safe, respectful and inclusive environment for pupils, staff and the wider school community. It also sets out how the school will respond when behaviour falls below expected standards.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a child enrolled at the school
- Anyone caring for a child, (including relatives or child-minders)

The vast majority of the parents and carers are keen to work with us and are supportive of the school's work. If a parent or carer has concerns, we will always listen and seek to address them at an early stage. We believe it is important to create a safe, respectful and inclusive environment for pupils, staff and parents.

We expect all members of our school community to behave in a reasonable way. To do help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the Staff Code of Conduct) and pupils (through our Behaviour Policy). Sadly, there are occasions when behaviour by parents and visitors to the school is considered unacceptable. Violence, aggression, harassment, intimidation or abuse of any kind towards staff, pupils or others in the school community will not be tolerated.

All parents and visitors normally have implied permission to be on school premises for legitimate purposes. However, this permission may be withdrawn where behaviour is unreasonable or unsafe.

A person who persists in entering the school premises despite a ban may be removed and prosecuted under section 547 of the Education Act 1996

2. Principles and Expectations for Visitors

A visitor can be classed as anyone on our school premises

All visitors, including parents and carers, are expected to:

- Respect the Catholic ethos, values, mission and culture of the school
- Work in partnership with staff for the benefit of all children
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe conduct.
- Treat all members of the school community with courtesy, dignity and respect. Therefore, set a good example in their own speech and behaviour.
- Model calm, constructive and appropriate behaviour, especially in front of pupils
- Follow all safeguarding procedures, including signing in, wearing identification and following staff instructions
- Seek clarification from staff when concerned about an incident or issue, rather than approaching children or other parents directly
- Support the school in addressing any concerns about their child's behaviour
- Approach the school promptly and appropriately to resolve issues
- Avoid using staff as threats to discipline children

We welcome visitors to our school. We will act to ensure it remains a safe place for pupils, staff and all other members of our community. If a parent/carer has concerns we will always listen to them and seek to address them.

However, abusive, threatening, intimidating, aggressive or violent behaviour will not be tolerated.

No meeting may be audio- or video-recorded without the explicit consent of all parties

3. Safeguarding & Site Procedures

To maintain a safe environment for pupils:

- All visitors must report to reception, sign in and wear a visitor badge
- Access to restricted areas is prohibited unless authorised
- Visitors must report any safeguarding concern immediately to the Designated Safeguarding Lead
- Any failure to follow safeguarding procedures will be treated as a serious breach of this policy

4. Unacceptable Behaviour

In order to support a peaceful and safe school environment the school will not tolerate parents and visitors exhibiting the following:

Unacceptable behaviour includes, but is not limited to

- Disrupting, or threatening to disrupt, school operations or events
- Shouting, swearing, using offensive language, or displaying aggression towards staff, pupils or other adults
- Aggressive hand gestures, shaking fists, or invading personal space
- Threatening behaviour, intimidation or physical aggression
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Physical contact such as pushing, hitting, slapping, punching or kicking
- Spitting or any act that could cause physical or emotional harm
- Breaching school security procedures or refusing to follow staff directions
- Behaviour causing distress to pupils, including confrontations in their presence
- Threatening, in any way, a member of school staff, visitor or other members of the school community.
- Sending abusive, threatening or inappropriate messages by email, phone, text or social media
- Making discriminatory, racist, sexist, homophobic or otherwise derogatory comments
- Defamatory, inflammatory or harmful comments about the school, staff, pupils or parents in person or online. including comments targeting protected characteristics (such as disability, religion, race, or sex)
- Approaching or attempting to discipline someone else's child
- Bringing dogs (except assistance dogs) onto school grounds
- Smoking, vaping, consuming alcohol (except at authorised events) or using illegal substances on school grounds
- Any conduct that undermines safeguarding or puts others at risk
- Malicious gossip
- Hate crime
- Actions that cause distress to others

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Parents must ensure that anyone acting on their behalf, such as relatives collecting children, is aware of this Code of Conduct.

5. Inappropriate Use of Social Media

The school recognises that social media is widely used; however, misusing platforms to criticise, defame or harass members of the school community is unacceptable.

Parents and visitors must not:

Post defamatory or untrue statements about staff, pupils, parents or the school. These posts will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

Name or identify children other than their own

Publicly share allegations, threats or grievances

Engage in online arguments, harassment or cyberbullying

Use social media to intimidate or pressure staff

Carry out Cyber Bullying – we take very seriously the use of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

Raise concerns with others. Concerns must be raised directly with the school through appropriate channels.

Misuse of social media may result in further action, including contacting platform administrators, legal advice or police involvement.

In the unlikely event that posts are, for example, defamatory in nature, causes distress or actual threats to stakeholders of the school, the Police will be informed.

Breach the code of conduct

The school will respond to incidents proportionately. If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature and severity of the behaviour, actions may include:

- A verbal warning
- Send a warning letter to the parent
- A meeting with senior staff or the Head of School
- Restricting communication to specific channels
- Withdrawal of permission to enter school grounds
- Arranging supervised drop-off and collection
- Referral to external authorities for criminal or safeguarding concerns
- Seeking legal advice or initiating legal action
- Informing the Police

The school will always respond to an incident in a proportional way. The Executive Headteacher holds responsibility for deciding the appropriate response and may consult the Chair of Governors. In urgent cases, a temporary ban may be issued immediately.

Please Note

Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

If an assault, or other behaviours that warrants police involvement has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included

All incidents will be recorded in accordance with school procedures.

Removal by Police

If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

All parents, even if excluded from school premises, are not excluded from the rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.

Legal Considerations

The school may pursue legal remedies where behaviour constitutes harassment, assault, criminal damage, threats, or other unlawful conduct.

This may include:

- Police involvement
- Issuing warnings or seeking restraining orders
- Legal action for harassment or defamation
- Pursuing prosecution for trespass, violence or disorder
- Seeking support from the local authority, governing body or legal advisors

9. Non-Statutory Remedies

Where appropriate, the school may explore alternative, early-resolution strategies such as:

- Mediation
- Facilitated meetings
- Behaviour agreements
- Supportive conversations to rebuild positive relationships

10. Commitment to a Respectful Community

Staff work with dedication and care to support every child. The school community shares responsibility for ensuring that our environment remains safe, welcoming and conducive to learning.

Parents, carers and visitors are expected to uphold this commitment by demonstrating behaviour that reflects respect, kindness and cooperation at all times.