

# St. Peter's Catholic Primary School

part of the wider Christus Trust, Multi Academy Trust



## *Mission Statement*

*Loving and learning together, with Jesus*

## Parent Code of Conduct

Policy Ref No	PUP006
Date of Policy	September 2025
Review Date	September 2026

## **Purpose and Scope**

We are very fortunate to have a supportive and friendly parent body. Our parents/carers recognise that educating children is a process that involves partnership between parents/carers, class teachers and the school community. As a partnership, our parents/carers will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through our Code of Conduct for All Adults Policy) and pupils (through our Behaviour and Relationships policy).

This code of conduct aims to help our school work together with parents/carers by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

## **Guidance**

We expect parents, carers and visitors to:

- Respect the caring ethos and values of our school.
- Understand that both teachers and parents/carers need to work together for the benefit of their children.
- Demonstrate that **all** members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggression or unsafe conduct.
- Approach the school to help resolve any issues or concern.

**In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following conduct:**

- Disruptive behaviour, which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or with other areas of the school grounds including team matches.
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.

- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Sending abusive messages to another member of the school community, including via text, email, voicemail message or social media.
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms. Any concerns about the school must be made through the appropriate channels by speaking to the class teacher, Headteacher or Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.
- Any aggressive behaviour (including verbally or in writing) towards another child or adult.
- Repeated or excessive communication to staff without allowing reasonable time for a response or investigation.
- Use of physical punishment against your child while on school premises.
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child (such an approach to a child may be seen to be an assault on that child and may have legal consequences). Please bring any behaviour incidents to a member of staff's attention.
- Smoking or consumption of alcohol or other drugs whilst on school property (unless alcohol has been allowed at a specific event).
- Dogs being brought onto school premises, apart from assistance dogs.

### **Harassment**

Harassment Situations can arise where staff find themselves subjected to a pattern of persistent and unreasonable behaviour from individual parents/carers which is not abusive or overly aggressive but which can be perceived as intimidating and oppressive. In these circumstances staff may be faced with the barrage of constant demands or criticisms (on an almost daily basis) which, whilst not particularly taxing or serious when viewed in isolation can have the cumulative effect over time of undermining their confidence, wellbeing and health. In extreme cases this can be an offence under the Protection from Harassment Act 1997 and the Police can take action. In less serious situations the parent(s)/carer will be informed by the Head Teacher or a member of the Senior Leadership Team (or in the case of the Head Teacher the Chair of Governors) that the behaviour is unacceptable and that action may well be taken if it continues.

### **Abusive Telephone Calls**

If a parent/carer is shouting or threatening a member of staff down the telephone, that member of staff should try to remain calm and ask the parent/carer to stop shouting or threatening. If they do not stop then the member of staff should advise him/her that he/she intends to end the call and refer the matter to a senior member of staff (in the case of the Headteacher she will refer the matter to the Chair of Governors). Staff should not be expected to listen to aggressive and threatening comments on the phone.

### **Threatening Behaviour in Meetings**

A member of staff should not meet with a parent/carer alone if they have already been in receipt of a threatening phone call or email. If, when in a meeting, a parent/carer or visitor starts to raise their voice or make threatening or personal comments, the staff member should ask them to stop doing so. If the behaviour continues, the member of staff will advise the parent/carer that he/she will terminate the meeting and then do so. The member of staff should then refer the matter to a more senior member of staff.

### **Threatening Emails or Letters**

Any written threats made to members of staff by email or letter should be copied immediately to the Head Teacher (or the case of the Head Teacher, to the Chair of Governors). They may then be shared with our legal advisors who will advise us on possible next steps. Staff should not engage in heated written exchanges and should always endeavour to be polite and constructive in any written communication they send home to parents/carers.

### **Inappropriate use of Social Network Site**

Social Media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff and in some cases, other parents/carers/pupils. The Governors of St Peter's Catholic Primary School considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Headteacher or Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

### **Respect for the School's Policies and Procedures**

When parents/carers sign their children up to the school they will complete a Home School Agreement whereby they agree to abide by the school's policies. If the parent/carer therefore takes issues with a school policy or procedure, including sanctions given for unacceptable behaviours, then they should complain in accordance with the school's Complaints Policy. However, it is unreasonable for parents/carers to be selective regarding which policies, sanctions or homework they will agree to follow.

### **Coming onto the school site**

We request that parents/carers do not come into school other than by the main entrance and do not approach staff in their classrooms or the staffroom. This is important too as part of our safeguarding procedures, to keep our pupils safe. If parents/carers wish to make an appointment to see a member of staff they should do so via email or the school office. It is also important that parents/carers respect the complaints procedure and try and see the class teacher in the first instance and not immediately request to see the Head Teacher or a senior member of staff every time they are dissatisfied with some aspect of the school's provision.

### **Breaching the code of conduct**

If the school suspects, or becomes aware, that a parent/carer 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 of the incident, the school may then:

- Send a warning letter to the parent/carer
- Invite the parent/carer into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the Catholic Christus Trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent/carer from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult the chair of governors before banning a parent/carer from the school site.