

Our Lady of the Wayside Catholic Primary School

Parent/Carer Code of Conduct (including visitors Code of Conduct)



Date written	October 2024
Date of last update	
Date agreed and ratified by governing body or management committee	October 2024
Date of next full review	October 2025

Rationale

The purpose of this policy is to provide guidance to all parents/ carers and visitors to our school about their expected conduct. As a Catholic School we believe that all relationships should be built upon gospel values.

We use the term 'parents' to refer to anyone with parental responsibility for a pupil or anyone caring for a child (such as grandparents or child-minders)

Aims

At Our Lady of the Wayside Catholic Primary School, we believe it is important that:

All members of the school community must always be treated with respect.

All members of the school community have a right to feel safe and secure.

Any concern is dealt with in a calm and civilised manner.

Our Expectations of parents and carers (and visitors)

We expect parents, carers and other visitors to:

- Respect the Catholic ethos, vision and values of our school.
- Work together with staff in the best interests of our pupils.
- Treat all members of the school community with respect – setting a good example with speech and behaviour.
- Seek to clarify a child's version of events along with the school's view in order to bring about a solution to any issue.
- Avoid approaching or contacting another parent to resolve an issue.
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct.
- Follow the escalation pathway so that the appropriate member of school staff can help to resolve any issues of concern. (Appendix 1)
- Exercise self-control, or wait until everyone is in a calm frame of mind, before approaching or contacting staff, or other parents.
- Avoid speaking inappropriately about a member of staff in front of a child.
- Avoid entering the school premises/classrooms at the end of the day when children are still present on the school site.
- Make an appointment to speak to a member of staff at a mutually agreed time where a longer conversation is required.
- Respect local residents and park with consideration.
- Adhere to the parking procedures in surrounding car parks and the school car park.
- Respect the privacy of staff and their right to a home and family life.
- Ensure emails are respectful in content and in tone.

Behaviour that will not be tolerated

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

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches).
- Swearing, or using offensive language.
- Displaying irate behaviour, or shouting at members of staff, pupils or other parents.
- Threatening another member of the school community on the school site.
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms. (Appendix 2)
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child.
- Any aggressive behaviour (including verbally or in writing) towards another child (including their own) or adult
- Smoking (including vaping) or drinking alcohol on the school premises (unless alcohol has been licenced at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)
- Making contact with a member of staff outside of school hours to discuss school matters.

Breaching the Code of Conduct

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 of the incident, the school may then:

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

If a parent/guardian is banned from the school site, they will need to provide alternative arrangements for their child/ren to enter and leave the school site. School will not be responsible for this. Parents have the right of appeal against a decision to ban them from the premises. This must be made in writing to the Chair of Governors, within ten days of permission to enter the school premises being withdrawn.

It is an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

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 from the school site.

Appendix 1 - Escalation Pathway

Stage 1: Discuss your concern with your child's class teacher at a mutually agreed time. They will work with you to discuss and resolve your concern. Please allow sufficient time for this process to be completed.

Stage 2: Please escalate your concern to your child's Phase Leader who will consider your concern and review the response given by your child's class teacher. The Phase Leaders for academic year 2023-2024 are:

- Early Phase (Nursery and Reception) Mrs Reilly
- Lower Phase (Year 1 and Year 2) Mrs Compton
- Middle Phase (Year 3 and Year 4) Miss McNamee
- Upper Phase (Year 5 and Year 6) Mr Craggs

Stage 3: Please escalate your concern to Mrs Ashcroft, Deputy Headteacher. Mrs Ashcroft will consider your concern and review the responses given by your child's class teacher and your child's Phase Leader.

Stage 4: Make a formal complaint following the School's Complaint Policy (available on our website). Mrs Enstone will consider your complaint and review the responses given by Mrs Ashcroft, your child's Phase Leader and their class teacher.

Appendix 2 – Inappropriate use of Social Network Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Head Teachers, school staff, and in some cases other parents/pupils. The Governors of Our Lady of the Wayside 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, a senior member of staff, the Head Teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carers of a child/ren being educated at Our Lady of the Wayside Catholic School is found to be posting libellous or defamatory comments on any social network sites, they will be reported to the appropriate 'report abuse' section of the network site. The school will also expect that any parent/carers or pupil removes such comments immediately. In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.

Related Policies

- Behaviour and Discipline Policy
- Child Protection Policy
- Safeguarding Policy
- Complaints Policy