



Parent/Carer Code of Conduct

St. Joseph's Catholic Primary School

'Inspired by the life and message of Jesus, and believing that every child is made in the image of the Father, Son and Holy Spirit, St Joseph's Catholic Primary School is just like a family, where everyone is welcomed; where everyone is loved, respected and cared for; where everyone is helped to achieve their very best, and where God is at the heart of everything we do.'

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1. Purpose of this Code of Conduct

At St. Joseph's we believe that to support the education and learning of all our children it is important to:

- › Have a strong partnership between parents, class teachers and the wider school community
- › Create a safe, caring, respectful and inclusive environment for pupils, staff and parents
- › Display appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines for the behaviour of all our school community. For staff through our staff code of conduct and pupils through our behaviour policy.

This code of conduct aims to help the school work in a close and respectful partnership with parents by providing guidelines regarding the appropriate behaviour expected of all parents, carers and visitors connected with our school.

This code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

2. Our expectations of parents and carers

We expect our parents, carers and other visitors to:

- › Respect and follow our school's ethos, values and ways of working
- › Understand that teachers and parents need to work together in a mutually respectful partnership for the benefit of the children
- › Treat all members of our school community with respect and set a good example through their own speech and behaviour
- › Work with the school to seek a peaceful solution to all issues
- › Approach the school to help in resolve any areas of concern. A parent/carer's first point of contact should be their child's class teacher.

3. Behaviour we will not tolerate

In order to support our school values and our belief that everyone should be welcomed, loved, cared for and respected within our school community, as a school we will not tolerate the following behaviour:

- › Disruptive behaviour that interferes with or threatens to interfere with our school's normal operations or activities
- › The use of offensive language, swearing or displaying a temper towards staff, pupils or other parents anywhere on the school premises
- › The use of threats towards another member of our school community

- › Sending abusive or threatening messages to another member of our school community via text, email or other written communications including social media or chat groups.
- › Making defamatory, offensive or derogatory comments about the school or any member of the school on social media platforms including WhatsApp.
- › The use of physical punishment against your child while on school premises
- › The use of any aggressive behaviour (physical, verbal or written) towards another child or adult
- › Approaching another person's child in order to discipline or chastise them. Please bring any behaviour incidents to the attention of a member of staff.
- › Smoking, taking or possessing drugs or drinking alcohol anywhere on the school premises (unless alcohol has been allowed at a specific organised event)
- › The bringing of dogs onto the school premises (other than accredited assistance dogs)

4. Use of Social Media

Most people in our school community take part in online activities and have social media accounts such as Facebook, Instagram, WhatsApp and other messaging applications. These platforms are generally used for fun and for keeping in contact with other people and the school.

However, there are times when social media is used inappropriately and we ask parents/carers to 'think before you post' especially when discussing school life.

We take the inappropriate use of social media by a parent/carer when used to publicly humiliate or criticise another parent/carer, pupil or staff member very seriously. If a parent has any concerns regarding their child in relation to school, they should speak to their child's class teacher in the first instance, if it is felt the concern is still unresolved the headteacher should be contacted. Should the concern still be unresolved; the school governors should be contacted through the school general complaint process (Appendix A).

Activities we consider inappropriate include, but are not limited to, the following:

- › Identifying or posting images/videos of children without permission
- › Making abusive, threatening or personal comments about our staff, children, governors, other parents or the school itself (includes via email)
- › Posting defamatory or libellous comments
- › Using social media to publicly challenge school policies or discuss issues regarding individual children or members of staff

At St. Joseph's we take our safeguarding responsibilities very seriously and will deal with any reported incidents in line with the actions outlined below.

5. What happens if the code of conduct is breached or ignored?

In the event the school becomes aware that a parent/carer has breached the code of conduct, the school will gather information from those involved.

Depending on the nature of the incident, the school may then look to take one or more of the following actions:

- › Send a warning letter to the parent/carer from the headteacher making them aware that they have breached the parent code of conduct
- › Issue an invitation to the parent/carer to meet with a senior member of staff or the headteacher (may also include a school governor) to discuss the incident
- › If the breach of the code is considered to be serious or possibly criminal, including threatening or violent behaviour whether written, physical or verbal, the school will contact the appropriate authorities.

- If the breach of the code is considered to be libellous or slanderous, the school will seek advice from Brown Jacobson (our legal team) regarding further action

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

The school reserves the right to ban an offending parent/carer from the school premises. Prior to a decision being made to ban a parent/carer from the school site the headteacher will consult with the chair of governors.

We want to make our school a place where all our children and our wider school community feel loved, respected and cared for and we thank you for your support in helping us to achieve this.

Appendix A

FLOWCHART TO SHOW GENERAL COMPLAINTS PROCESS

