

Holy Cross and St Winefride's Catholic Voluntary Academies

*In the Light of Jesus, We Love, Listen and
Grow*



*Together as one family, together in friendship, together in
learning, together in Christ*

Parent Code of Conduct Policy

Approved by Chairs of Governors	
Date of Approval	November 2023
Date of review	November 2025

Aims

At, St Winefride's and Holy Cross schools we are very fortunate to have supportive and friendly parent communities. Our parents recognise that educating children is a process that involves partnership between parents, class teachers and the wider school community. As a partnership, our parents and the schools understand and value 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 and carers to participate fully in the life of our schools.

St Winefride's and Holy Cross have a duty of care to all stakeholders, including staff, parents and pupils, to ensure their safety and well-being. We aim to create a safe, respectful and inclusive environment for pupils, staff and parents. The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is so we can continue to believe and achieve in an atmosphere of mutual understanding and respect for all.

Guidance

As well as following the guidance set out in our Home-School Agreement, we expect parents, carers and visitors to:

- Respect the Christian ethos and the mission of our school.
- Understand that both teachers and parents need to work together for the benefit of the children we serve.
- 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 along with the school's view in order to bring about a peaceful solution to issues that may arise.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.
- Avoid referring to the role of teachers in order to admonish children's behaviour outside of school e.g. threatening to refer a domestic disciplinary matter to teachers for further punishment.

- Respect the school environment by keeping it clean and tidy.
- Follow parking rules when dropping-off or collecting pupils from school.
- Respect local residents parking rights and not park across driveways or block pavements with their vehicles.

Behaviours

In order to support a peaceful and safe school environment the school will not tolerate parents, carers and visitors exhibiting the following to any member of our school community:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds
- Using rude or offensive language or making malicious comments
- Intimidating behaviours including shouting at members of staff, pupils or other parents
- Prejudiced behaviours including racist or sexist conduct
- Threatening to do actual bodily harm (to a member of school staff, visitor, fellow parent/carer or pupil) regardless of whether 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 or through social media
- Unwarranted and unnecessary correspondence which take up undue teaching or administrative time
- Posting untrue or offensive comments about the school, its staff or any member of its community on social media platforms (Appendix 1)
- The use of physical aggression. This includes physical punishment against your own child on school premises
- Approaching someone else's child in order to discuss or chastise them because of their actions towards another child – please bring any behaviour incidents to a

member of staff's attention

- Smoking and consumption of alcohol or other drugs
- Bringing dogs onto the school premises (other than guide dogs)
- Cycling or scooting on school premises

Key Principles

Should any of the above behaviour occur on school premises, the school may feel it is necessary to contact the appropriate authorities and, if necessary, even ban the offending adult from entering the school grounds.

In the event that any such behaviour be reported, the school will ensure that the following key principles are adhered to:

- The education of the children of the parent involved will not be compromised in any way.
- Clear documentary evidence will be kept of any correspondence, action or decisions for a period of at least 12 months.
- The school will fully investigate all valid concerns.
- Any decisions will be fully communicated to the parent who will be given the opportunity to share their version of events.
- The school will contact the police, Social Services or other partners if there are reasons to suspect criminal conduct or welfare concerns.

Procedures

The school has a range of strategies to employ with any parent who persists with unacceptable conduct. Whilst these sanctions are set out in the policy by way of a sequential process, they can be initiated at any stage if, in the judgement of the Headteacher, the severity of the behaviour warrants such a level of intervention.

1. School guidance – Code of Conduct for Parents and Visitors & Zero Tolerance Statement (Appendix 2)

2. Verbal Warning/Mediation Meeting with a senior member of staff or the Headteacher

A parent who displays any of the behaviour as described above will be asked politely to stop and offered the opportunity to discuss the matter in person on the first occasion.

3. One Formal Written Warning

A formal written letter will be sent to the parent where they continue to act unacceptably. This is signed by the Headteacher and/or the Chief Executive Officer of the Trust and circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. This letter is kept in the file of any pupil at the school. Should a further incident occur, a second formal written warning will be issued.

4. Ban from school site

If a parent/visitor breaches the expected standard of behaviour as set out in the Code of Conduct for Parents, despite formal written warnings, then the school may ban the individual from the school site and seek legal advice regarding further action.

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 for Parents and Visitors rests with the Headteacher.

This policy should be read in conjunction with our complaints policy and procedures. St Winefride's and Holy Cross will ensure all parental complaints are taken seriously and are dealt with comprehensively and, as far as possible, in confidence. Our schools' complaints procedures allow parents' complaints about school issues to be dealt with efficiently and sensitively, and at the appropriate level.

We trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school.

This Code of Conduct for Parents does not prevent parents from raising a legitimate complaint. In most cases we hope that all complaints and concerns can be resolved through open dialogue with teachers or other members of staff as appropriate. Where parents are not satisfied with responses that they receive, they may then follow the school's complaints procedures as laid out in the NRCDES Complaints Procedure document. This is available on the school's website or a hard copy can be obtained from the school office.

Monitoring and evaluation of this policy

The Parental Code of Conduct Policy and its effectiveness will be reviewed annually by the Governors. This is done through discussion with the Headteacher.

This policy is available to parents, carers and pupils via the school website. Copies of the full policy are available to parents, carers and pupils on request.

Links to other Policies: please refer to NRCDES Complaints Procedure.

Review Date: October 2025

Appendix 1

Inappropriate use of Social Media

Social media websites can be used to inappropriately conduct campaigns and complaints against schools, headteachers, school staff, and in some cases other parents/pupils. The Governors of St Winefride's and Holy Cross consider 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 communities.

Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

If any pupil or parent/carer of a child being educated at St Winefride's or Holy Cross is found to be posting libellous or defamatory comments on Facebook or other social network sites, they 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 contact or activity which breaches this. The school will also expect that any parent/carer or pupil will remove 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.

The issue of cyber bullying, including the use of social media by one child or a parent to publicly humiliate another by inappropriate social network posts, is a serious issue. This is seen as another form of school bullying and will be dealt with in accordance with the Anti-Bullying Policies.

Appendix 2

Zero Tolerance Statement

St Winefride's and Holy Cross will not tolerate aggressive/obstructive behaviour, swearing and threatened or actual bodily harm.

Discrimination or harassment of any kind will not be tolerated nor will malicious damage or theft.

Any individual who displays abusive, aggressive or violent behaviour will be asked to leave the site and may be reported to the police.

The school reserves the right to refuse access to St Winefride's and Holy Cross Academies to any person.