



St Mary's RC Primary School and Nursery, A Voluntary Academy

Code of Conduct for Parents, Carers and Visitors

Vision: 'A Journey to Excellence'

Mission statement:

'We are happy living and learning in God's Friendship

At St Mary's RC Primary School, we work hard to support all members of our school community. We are proud of the positive relationships formed with parents, carers and visitors to our school. We recognise that educating our pupils involves partnership between parents, staff and the wider community. In order to equip children with the skills and knowledge they will need on their journey through life, we celebrate and promote Christian values including respect for others, honesty, tolerance and kindness.

We expect all those within our school community and visiting our school community to respect our Catholic school ethos and to set a good example of behaviour to our pupils.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. We welcome parents into school regularly to discuss any issues that may arise. We understand that sometimes everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise, please contact your child's teacher in the first instance, who will hopefully be able to solve any problems with you. You can also ask the office staff for a telephone call or appointment to be arranged so that you are able to directly address any concerns with the class teacher.

If you need further assistance, please contact a member of the School Leadership Team who will hopefully be able to resolve any concerns.

Miss Duffy – EYFS classes

Miss Berry – KS1 classes

Miss McLaughlin – KS2 classes

Mrs Rawlinson – School Business Manager

Mrs Mills – Headteacher

If an issue remains unsolved, please follow the school's complaints procedure – the policy is available on the school website or a copy can be requested from the school office.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations. The code also sets out the actions the school can take should this code be ignored or where breaches occur.

In our behaviour policy, we ask that that parents and carers help to support their child by:

- Modelling good manners and respect for others;
- Attending meetings or telephone appointments arranged by school;
- Reinforcing and supporting school rules and decisions;

- Bringing children into school on time so they have a good start to the day;
- Discussing and encouraging examples of positive behaviour;
- Informing school of any circumstances which may be affecting their child so that school can implement pastoral support.

In order to support and maintain a peaceful and safe school environment for pupils and staff, the school cannot tolerate parents, carers and visitors exhibiting the following behaviour:

- Wanting a lengthy discussion with the class teacher when dropping off a child in the morning, as the teacher will be supervising pupils at this time (an appointment can be made or a phone call requested for later in the day);
- Disruptive behaviour which interferes with or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises;
- Using loud or offensive language or displaying temper;
- Threatening in any way, a member of staff, Governor, visitor, fellow parent/carer or pupil;
- Damaging or destroying school property;
- Sending abusive, persistent or threatening emails or text/voicemails/phone messages or other written communication;
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff, at the school on Facebook or other social media sites;
- Bringing outside issues including personal disputes with other parents into school which may have a negative impact on pupils;
- The use of physical and/or verbal aggression towards another adult or child;
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child;
- Smoking, vaping, taking illegal drugs or consuming alcohol on school premises;
- Bringing dogs onto the school premises.

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, consider banning the offending adult from entering the school premises.

Mobile phones are also not permitted to be used on school premises due to safeguarding reasons, unless this is during an assembly or performance and parents are notified that they are able to take a picture of their own child at an appropriate time. Parents visiting school must leave the school building to make or take a phone call, or to use their phone for any other reason.

Thank you for abiding by this code in our school – we trust that parents, carers and visitors will assist with the implementation of this code of conduct in order to create and maintain a positive and safe environment for all who come to, work in and visit our school.

What happens if someone ignores or breaks the code?

Staff try to be welcoming, professional and willing to listen in order to support our parents with any concerns. If the code is ignored, proportionate actions will be taken as follows:

If a member of staff feels threatened or experiences verbal abuse through a telephone call, the conversation may be brought to an end and arranged for another time.

If a member of staff feels threatened or experiences verbal or physical aggression through a face-to-face meeting, the meeting may be brought to an end and arranged for another time.

A letter may be sent to a parent/carer with a reminder regarding expected code of conduct, and an invitation to attend a meeting, or to be informed of a possible future ban if unacceptable behaviour continues.

If unacceptable behaviour continues after an initial letter and/or meeting, another letter will be sent informing that a ban is now in place.

Please note that a ban from the school can be introduced without having to go through all the steps offered above, in more serious cases.

In cases where unacceptable behaviour is considered to be serious and potentially criminal matter, concerns will be reported to the police.

Social Media

Please **'Think Before You Post'**. We understand that social media is used as a way to communicate between people, and that sometimes issues need to be discussed. But we ask that social media, whether public or private, is not used to fuel campaigns and voice complaints against the school, school staff, other parents and pupils as this is not in the best interests of the children or the whole school community.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child. This includes identifying or posting images or videos of children without consent from parents; abusive or personal comments about staff, pupils and other parents; and bringing the school into disrepute by posting defamatory or libellous comments.

To reiterate, if parents/carers have concerns about their child in relation to school, please follow the appropriate channels and ask to speak to a member of staff and hopefully the issue can be resolved quickly, positively and peacefully.