Parent and Visitor Code of Conduct

As a family of Catholic schools, we expect all interactions within our community to be grounded in dignity, respect and compassion. Parents, carers and visitors play a vital role in nurturing the loving, ambitious and joyful environments our children learn in. This Code of Conduct supports that partnership, ensuring staff can carry out their roles safely and confidently.

Purpose

This Code sets out how parents and visitors are expected to engage with staff and the wider school community. It seeks to protect the wellbeing of those who serve our children and young people each day and ensures our schools remain places of welcome and safety.

Our Principles

- Every member of our community deserves courtesy and kindness
- Behaviour that causes harm, fear or distress is never acceptable
- We work together to help every child and young person flourish
- Concerns should be raised calmly, respectfully, and through the right channels
- Staff must be able to fulfil their roles without harassment or intimidation.

Expected Behaviour

- Be supportive of school policies, including behaviour, attendance and safeguarding
- Treat all staff respectfully, recognising their professional responsibilities and expertise
- Use appropriate language and tone in all interactions, including emails, phone calls and online communication and activity
- Follow school processes when raising concerns or complaints
- Attend meetings punctually and engage constructively in discussions
- Respect confidentiality and the privacy of pupils and staff
- Model positive behaviour when on school premises or representing the school in any capacity.

Unacceptable Behaviour

The following behaviours are not permitted under any circumstances, whether in person, by phone, email, social media, or any other communication channel:

- Aggressive, abusive, threatening or insulting language or behaviour
- Shouting, swearing, intimidation or harassment
- Discriminatory comments relating to a person's gender, race, religion, disability, sexual orientation or transgender identity or which demonstrates or is motivated by hostility based on gender, race, religion, disability, sexual orientation or transgender identity
- Filming, photographing or recording staff without consent
- Posting abusive, defamatory or inflammatory comments about staff or pupils
- Using social media to escalate disputes or target individuals
- Encouraging others to engage in harassment or intimidation
- Misusing recordings of meetings or conversations to harass or intimidate staff
- Persistent or vexatious complaints that undermine staff wellbeing or disrupt school operations
- Physical aggression or threats of violence
- Behaviour that compromises staff safety or the safe running of the school

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

Raising concerns

- Parents and visitors must raise feedback, concerns or complaints via the school's feedback, concern or complaint form which can be found on the school website
- Safeguarding concerns should be reported immediately to the Designated Safeguarding Lead.

Responding to breaches of this Code

Where behaviour is not in line with this Code, the school may take proportionate action, including:

- Restricting communication to specific staff members or communication channels
- Requesting that a parent or visitor is accompanied during meetings
- Issuing a warning or imposing a ban from the school premises in line with the school's Unacceptable Behaviour Policy which can be found on the school website
- Reporting incidents to the Police where behaviour may constitute a criminal offence.

We value the partnership between home and school. By following this Code of Conduct, parents and visitors help create a community where:

- Staff can work safely and effectively.
- Pupils can learn in a calm and respectful environment.
- Relationships between families and school remain positive and constructive.