

St Augustine's Catholic Primary School



Parent/Guardian Code of Conduct Policy 2025-26

***“We love and learn together by growing in
friendship with Jesus”***

Linked virtues:

‘Intentional and Prophetic’

September 2025

Rationale

The purpose of this policy is to provide guidance to all parents/guardians, carers and visitors to our school about their expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding and respect.

At St Augustine's, parents/guardians recognise that educating children is a process that involves a strong partnership between parents, school staff and the wider school community. As a partnership, it is our aim for parents/guardians to understand the importance of a good working relationship in order to equip children with the necessary skills for adulthood. For these reasons, we continue to welcome and encourage parents/guardians to participate fully in the life of our school.

Aims

- 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, or perceived grievance, will be brought up, and dealt with, in a **calm and civilised manner**.
- We will respond to queries within a realistic timeframe, given the nature of the day to day running of a school; **within 3 working days**.

The following flow chart should support with the school's tiered approach to dealing with queries or concerns relating to your child:

- 1 **Class Teacher** is always the first port of call (via home-school link book/brief conversation at the end of the school day*)



- 2 **Phase Leader:**
Mrs Goodwin (Early Years & Key Stage 1)
Mrs Griffiths (Key Stage 2)



- 3 **Deputy Head:**
Miss Harwood



- 4 **Head Teacher:**
Mrs Foley



- 5 **Chair of Governors:**
Mr Wakeham

Time must be given between each stage in order to ensure your concerns are heard and dealt with before any escalation to the next tier.

***Please note: Staff are unable to answer/respond to correspondence during the course of the day due to teaching commitments. Similarly, we have meetings after school, so an appointment may be required to discuss concerns privately. The best form of communication is through the home school link books – it is the child's responsibility to hand it to their class teacher if there is a new message.**

Our Expectations for Parents/Guardians and Visitors

- Respect the Catholic ethos of our school.
- Understand that both teachers and parents need to work together for the benefit of all children.
- The home-school link book should be used as a main form of communication with the Class teacher, so that they can deal with the request promptly or on the same day.
- Demonstrate respect for all members of the school community, therefore setting 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 solution to any issue.
- Correct your own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour.
- Approach the school in an appropriate way to help resolve any issues of concern. Avoid sending emails via the office to communicate with class teachers as they are unable to review emails during the course of the school day and important messages may not be seen or passed on.
- Exercise self-control, or wait until everyone is in a calm frame of mind, before approaching or contacting staff, or other parents.
- Become familiarised with and follow all school Policies, signing and returning ones that are required and adhere to the Safeguarding signs (including use of mobile phones) when in school.
- Avoid using staff as threats to admonish children's behaviour or speak inappropriately about a member of staff in front of a child.
- Ensure pick-up arrangements are planned in advance (through the home-school link book or email the office before midday). We cannot guarantee messages will reach a teacher in the afternoons.
- Respect local residents and park with consideration to ensure everyone's safety.
- Respect the privacy of staff and their right to a home and family life.

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

- 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 including sporting activities (which may be held off the school site).
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff, at the school on any social media platforms. **(See Appendix 1)**.
- Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher in the first instance. This is so that the concerns can be dealt with fairly, appropriately and effectively for all concerned (and aligns with the School's Behaviour Policy). It progresses to a Phase Leader, the Deputy Head Teacher, the Head teacher and finally the Chair of Governors.
- The use of aggressive behaviour towards another adult or child. This includes physical punishment against your own child at any time, which is a Safeguarding concern and will be reported.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/guardian or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Making contact with a member of staff outside of school hours to discuss or investigate a concern.
- Using loud/or offensive language, swearing, cursing or displaying temper – this includes face to face meetings or over the phone.
- Dogs being brought on to school premises (whether being held or on the ground).
- Damaging or destroying school property.
- Smoking and consumption of drugs whilst on school property. Alcohol may be consumed during organised events.

Please note: The school reserves the right to take any action deemed necessary to ensure that members of the school community are not subjected to abuse. Unacceptable behaviour may well be reported to the police.

School premises are private property, which parents/guardians have been granted permission to use. However, in the case of abuse or threats to staff, pupils or other parents, the school can withdraw this permission.

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.

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.

Appendix 1 - Inappropriate use of Social Network Site

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 St Augustine's 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/guardian of a child/ren being educated at St Augustine's 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/guardians 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. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent/guardian to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

Appendix 2 – Pupil use of Social Media

DfE Behaviour guidance 2022, states the following:

- Many online behaviour incidents amongst young people occur outside the school day and off the school premises. **Parents are responsible for this behaviour.** However, often incidents that occur online will affect the school culture. Schools should have the confidence to sanction pupils when their behaviour online poses a threat or causes harm to another pupil, and/or could have repercussions for the orderly running of the school, when the pupil is identifiable as a member of the school or if the behaviour could adversely affect the reputation of the school.
- Inappropriate online behaviour including bullying, the use of inappropriate language, the soliciting and sharing of nude or semi-nude images and videos and sexual harassment should be addressed in accordance with the same principles as offline behaviour, including following the child protection policy and speaking to the designated safeguarding lead (or deputy) when an incident raises a safeguarding concern. In cases where a school suspects a pupil of criminal behaviour online, they should follow the guidance in paragraphs 124-126.
- In cases when a member of staff or headteacher suspects criminal behaviour, the school should make an initial assessment of whether an incident should be reported to the police only by gathering enough information to establish the facts of the case. These initial investigations should be fully documented, and schools should make every effort to preserve any relevant evidence.

This policy was adopted and agreed by: staff on 01.09.25

Review date: Annually