



**The Federation of St  
Edmund's**

**&**

**St Joseph's Catholic Primary Schools**

**PARENT, CARER & VISITOR**

**CODE OF CONDUCT**

**ST EDMUNDS'S PRIMARY SCHOOL**

**Policy Adopted: March 2026**

**Review Date: Autumn 2028**

***"Learning Together in God's Love"***

***"Encourage and Support"***

## Parent, Carer and Visitor Code of Conduct

### **1. Purpose and scope**

**At the federation of St Edmund's and St Joseph's, we believe it is important to:**

- Work in partnership with parents, carers and visitors to support our children's learning
- Create a safe, respectful and inclusive environment for pupils, staff, parents, carers and visitors
- Model appropriate behaviour for our pupils at all times based on our ethos as a Catholic School
- Understand the importance of a good working relationship to equip the children with the necessary skills for adulthood. For these reasons we continually welcome and encourage parents or carers and visitors to participate fully in the life of our school. To truly create the best outcomes for children requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that a child or children are safe (please read our Child Protection and Safeguarding Policy and Behaviour and Relationships Policy and Relationships and Sex Education Policy)

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct); and pupils (through our Behaviour and Relationships Policy and Relationships and Sex Education Policy); and governors (through the governors' code of conduct).

This code of conduct aims to help the school work together with parents, carers and visitors by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

### **2. Our expectations of parents, carers and visitors:**

We expect parents, carers and other visitors to:

- Act in accordance with this code of conduct at all times
- Respect the Catholic ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Respect school property and equipment by keeping it safe, clean and tidy e.g. reading books will be treated with care, litter will not be dropped
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful resolution to all issues including clarifying their child's version of events with the school
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Dress in an appropriate manner when on the school premises and attending school events. Ensure their dress and appearance provides a role model for pupils e.g. offensive imagery or logos are not permitted.

- Approach the appropriate member of school staff (classteacher, SENDco, Pre-school Leader, Assistant Head, Head of School, Executive Head) to help resolve any issues of concern
- Use the appropriate procedure to resolve issues (e.g. Complaints Policy)
- Follow school policies and procedures

**3. The school takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff or other members of the community feel threatened.**

**Behaviour that will not be tolerated includes but is not limited to:**

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches off site), swearing, or using offensive language or aggressive gestures
- Taking photographs, recordings or videos without permission of the school
- Making derogatory, offensive or defamatory comments about the school, staff, children, parents or other members of the school community including verbally or in writing including online
- Aggressive, threatening, intimidating or disorderly behaviour towards staff, pupils or another member of the school community (including physically, verbally, in writing or online)
- Bullying, racial, sexual and other forms of harassment
- Use of physical punishment against your child on school premises; alleged physical punishment of a child whilst off site will be managed under Safeguarding and Child Protection procedures.
- Disciplining another person's child – please bring any behaviour incidents/concerns to a member of staff's attention
- Smoking, vaping or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking illegal drugs or substances on the school premises
- Bringing dogs onto the school premises (other than guide/hearing dogs)
- Sending abusive messages to staff, pupils or another member of the school community, including via text, email or social media
- **Social Media**

Posting defamatory, offensive or derogatory comments about the school, its staff, pupils or any member of its community, on social media platforms. Any concerns you may have about the school or your child/children must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, where they will be dealt with fairly, appropriately and effectively for all concerned.

**Libellous or Defamatory posts** - In the event that any pupil or parent/carer of a child or visitor 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. 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 request and expect that any parent/carer/visitor or pupil removes such comments. Any parent who sees such posts is expected to report them to the school immediately.

**Cyber Bullying** – We take very seriously the use of cyber bullying by either a child or a parent/visitor to publicly humiliate another by inappropriate posts on social networks. We will take and deal with this as a serious incident of bullying.

**Parental Use of WhatsApp** We understand that many parents use WhatsApp or similar messaging apps to communicate with one another. We support positive and constructive communication between parents. We ask that WhatsApp groups are used respectfully and responsibly. Specifically:

- Avoid using WhatsApp to discuss issues or concerns about the school, staff or other children.
- If you have a concern, contact the school directly via the appropriate channels.
- Do not use WhatsApp to share unverified information or spread negativity.
- Respect the privacy of others, including refraining from naming children or sharing sensitive incidents.

WhatsApp groups should never be used as a platform for complaints, criticisms or debates that could be divisive or inflammatory. Concerns raised in these forums should be redirected through the official school communication channels so they can be resolved constructively.

- Parents are expected to park safely and responsibly respecting our neighbours and parking restrictions.

Parents should be particularly mindful of not parking on the zig-zags in front of school or obstructing the school crossing patrol.

The school car parks (including the driveway in Friars Lane) are not available for parent parking at drop off or collection from school or clubs.

Friars Lane should not be used for parking as this route is used for the school transport to The Nest SEND unit.

#### **4. Breaching the code of conduct**

If the school suspects, or becomes aware, that a parent 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:

- Invite the parent into school to meet with a senior member of staff or the headteacher

- Send a warning letter to the parent
- Contact the appropriate authorities e.g. police (in cases of criminal behaviour)
- Seek advice from our legal team at the local authority regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site for a specified period, with written notice of the reasons and a right of appeal to the governing body
- Arrange for meetings to take place online instead of in person

The school will always respond to an incident in a proportional way. The headteacher will make the initial decision on sanctions. Where a parent disagrees with a sanction imposed, they may appeal in writing to the Chair of Governors within 10 school days. (see Complaints policy)

**Thank you for abiding by this Code of Conduct. Together we create a positive and uplifting environment not only for the children but also all who work and visit our school.**

*Note: Parents will receive a copy of this policy when they join the school and are expected to make themselves familiar with it. Parents must ensure they make all persons responsible for collecting their children aware of this policy.*

Relevant guidance and legislation to be considered alongside this code of Conduct:

Equality Act 2010

Education Act 2011

Education Act 1996

Children's Act 2004

Keeping Children Safe in education 2025

Controlling Access to School Premises 2018