

St. Alban & St. Stephen Catholic Primary School & Nursery



‘Learning and growing with God by our side.’

Code of Conduct for Parents, Carers and Visitors

Approved by: Governing Board

Date: May 2025

Next review due
by: May 2027

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1. Introduction

At St Alban & St Stephen Catholic Primary School & Nursery, we value the strong, positive relationships we develop with our parents, carers and visitors. We believe that our children flourish when the partnership between home and school is founded on trust, mutual respect, and shared values. As a Catholic community, we are committed to modelling the Christian behaviour we teach and expect.

We place a high importance on good manners, respectful communication, and a spirit of cooperation, recognising the primary role that parents and carers play in their child's education, including acting as good role models for their child. We encourage positive dialogue and a collaborative approach to resolving any concerns. A constructive working relationship with parents and carers is vital for the effective running of the school and for maintaining pupil and staff wellbeing. The importance of the partnership between home and school is outlined in our Home-School Agreement.

2. Expectations of Behaviour

We expect all parents, carers and visitors to:

- Treat all staff, children and other parents with courtesy and respect.
- Communicate in a calm, constructive and non-confrontational manner, both in person and remotely (including phone calls and emails).
- Respect the privacy and dignity of children, families, and staff in line with the school's safeguarding and data protection policies.
- Follow school policies and procedures, including those linked to behaviour, health and safety, attendance, safeguarding and mobile phone use (Note that mobile phones are not to be used anywhere on the school grounds or premises without the permission of the Head teacher).
- Contact school staff through the appropriate channel. An appointment should be made to speak to the class teacher in the first instance. Any written communication should be sent via admin@ssas.herts.sch.uk marked for the attention of the relevant staff member. A reasonable amount of time should be allowed for a reply: (up to 48 hours on weekdays for an initial reply; up to 10 working days for any paperwork to be completed- please note that all paperwork will be completed in order of priority).
- Approach the school to resolve any issues which arise over incidents in school, rather than confronting a child or another parent directly. If you have concerns around another child's behaviour, speak directly to the class teacher.
- Follow the complaints procedure for any issue which has not been resolved by speaking informally to the class teacher or a member of the Senior Leadership Team.

3. Unacceptable Behaviour from parents, carers and visitors

All staff and adults working at St Alban & St Stephen Catholic Primary School & Nursery have the right to carry out their roles in an environment where they feel safe, respected, and free from intimidation or abuse. Equally, parents and visitors should also feel safe and should not be subjected to verbal, physical or online abuse from others within the school community.

We recognise that the vast majority of parents, carers and visitors are highly supportive and constructive in their approach, working positively and collaboratively with the school and staff. However, this policy is necessary for the very rare occasions where behaviour from parents, carers or visitors is unacceptable.

The following types of behaviour from parents, carers or visitors are deemed to be a serious and unacceptable breach of this policy, and will not be tolerated under any circumstances:

- Shouting or using raised voices to intimidate staff, pupils, or other parents.
- Physical intimidation, including standing too close, pointing fingers aggressively, or making threatening gestures.
- Physical assault such as hitting, slapping, spitting, pushing or any kind of violence.
- Abusive or inappropriate language, including over the telephone, via email, or through other forms of communication.
- Use of offensive language, including swearing and shouting.
- Racist, sexist, homophobic or other discriminatory remarks..
- Threats, whether verbal or written, including those made in person, over the telephone, via email, or through other forms of communication.
- Misuse of social media and digital communication.
- Posting defamatory, offensive, or inaccurate comments about the school, staff, pupils, or other parents on social media platforms.
- Sharing photos or videos taken on school premises or at school events without prior consent of the school, especially if they include other children.
- Using social media to name and shame or cause distress to individuals within the school community.
- Circulating misinformation or rumours that could damage the reputation of the school or staff.

4. Inappropriate Conduct on School Premises

Parents and carers are welcome on school premises during agreed times and for specific purposes. However, if a parent, carer or visitor behaves in an unreasonable, abusive, or unsafe manner, the school reserves the right to withdraw this implied permission. This may include:

- Serious and unacceptable behaviour as outlined above.
- Breaching safeguarding or security procedures or entering school grounds without permission.
- Approaching a child or another parent on school premises in a way that might cause them to feel anxious or intimidated.
- Confronting or disciplining a child who is not their own. This may include raising one's voice, making accusations, questioning the child in a way that causes them to feel uncomfortable, or verbally reprimanding the child.
- Using personal disagreements as a reason to create conflict within the school community.

5. Procedures for Managing Unacceptable Behaviour

If a parent, carer or visitor behaves unacceptably:

- The Head teacher or a senior member of staff will attempt to resolve the situation calmly, through discussion or mediation where appropriate.
- The school's complaints policy and procedures will be followed as necessary.
- The incident may be recorded and logged for safeguarding or legal purposes.
- In serious or repeated cases, the individual may be subject to a formal warning, a ban from the school premises, or further legal action.

In the case of serious incidents, including threats or violence, the school will:

- Notify the individual in writing of a ban from the premises (subject to review).
- Report any physical assault or criminal behaviour to the police and local authority.
- Inform the Chair of Governors.
- Arrange alternative drop-off/pick-up procedures for the child(ren) concerned.

6. Legal Framework:

Under Section 547 (1) of the Education Act 1996, it is an offence for any person who without lawful authority is present on school premises and causes or permits nuisance or disturbance to the annoyance of persons who lawfully use those premises (whether or not any such persons are present at the time). Where there is a significant threat or repeated misconduct, the school may seek an injunction or restraining order through the courts, or Police intervention or prosecution.

7. Linked Policies and Documents

- Attendance & Punctuality Policy
- Behaviour Policy
- Complaints Policy and Procedure, including Appendix D: Procedure for Managing Persistent and Vexatious Complaints and Behaviour
- Health & Safety Policy
- Home/School Agreement
- Parent and Pupil Mobile Phone Agreement (Year 6 pupils)
- Parent and Pupil Acceptable Online Use Agreement
- Safeguarding Policy

8. Conclusion

We are committed to maintaining a safe, respectful and supportive environment for our children, staff and families. We trust that all members of our school community will uphold these values, both on and off school premises, including during telephone conversations and during online interactions.

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Thank you for your continued support in helping us provide a safe and nurturing environment for all our children.

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