



St. Gregory's Catholic High School

Parent/Carer Code of Conduct

Monitoring

The implementation of the policy will be monitored by the Deputy Headteacher (Pastoral)

Evaluation

The policy was reviewed by the Deputy Headteacher (Pastoral) and Senior Leadership Team on 20th June 2024 prior to the submission of the policy to Governors' Community Committee for scrutiny and recommendation to the Full Governing Board for approval.

Policy Review Dates:

Date last approved by Full Governing Board: 13th July 2022

Date submitted to Governors' Committee: 26th June 2024

Date submitted to Full Governing Board: 11th July 2024

Review Frequency: Every two years

Start date for policy review: March 2026

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Statement of intent

At St Gregory's Catholic High School, we strive to build a strong relationship with parents to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.

St Gregory's is very fortunate that we have a strong track record of working in constructive partnership with our parents and carers.

To create a welcoming and safe learning environment, the school implements a specifically designed set of rules regarding behaviour and conduct which parents are expected to act in accordance with.

All staff members have the right to work without fear of violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, governors, visitors, pupils or other parents may result in individuals being removed from the premises.

This document outlines the manner in which parents are expected to act whilst on the school premises, as well as detailing the type of behaviour that will not be tolerated.

1. Legal framework

This document has due regard to all relevant legislation including, but not limited to, the following:

- Education Act 2011
- Education Act 1996
- Children Act 2004
- DfE (2022) 'Keeping children safe in education 2024'

This document operates in conjunction with the following school policies and parents are expected to act in accordance with these at all times:

- Complaints Policy
- Personal Electronic Devices Policy
- Child Protection and Safeguarding Policy
- No Smoking Policy
- Alcohol and Drugs Aware Policy
- Online Safety Policy

2. Expectations

Our school expects parents to:

- Act in accordance with this code of conduct at all times.
- Arrange a mutually convenient time, in advance, should a face-to-face meeting be required. Parents should not arrive at the school unannounced and expect to see a member of staff without prior arrangement.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff for the benefit of their child.
- Treat all governors, staff members, pupils, other parents and any other individuals connected to the school with dignity and respect.
- Work in partnership with staff members to resolve any issues of concern.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution to any issue.
- Support the school to correct their child's behaviour appropriately, particularly on the school grounds where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow the highway code for dropping-off, parking and collecting pupils from school.
- Dress in an appropriate manner when on the school premises and attending school events (this includes online meetings and events). Parents should not wear nightwear when dropping off or collecting pupils.

- During online meetings, parents should select an appropriate area of their home to conduct the meeting, for example, not a bathroom or bedroom where possible
- Ensure their dress and appearance reflects that they are role models for pupils.
- Respect that staff are busy and may not be able to respond to their phone call/email immediately – follow the guidance as set out in the communication protocol document

3. Inappropriate behaviour

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

Parental behaviour that the school does not tolerate includes the following:

- Using foul, abusive or offensive language
- Raising voices inappropriately at another individual
- Making racist or sexual comments
- Using aggressive hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the school community, including pupils, staff, governors and other parents
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- Sending abusive or threatening messages, emails or other communications to any member of the school community
- Trespassing on school property without prior permission or implied licence
- Turning up to the school, unannounced, in an aggressive manner
- Causing intentional damage to school property
- Breaching the school's security procedures
- Using physical violence on the school premises or on a member of the school community, e.g. hitting, spitting, slapping, punching, kicking and pushing
- Physically intimidating an individual
- Engaging in unnecessary physical contact with an individual
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media (Online Safety Policy)
- Posting content on social media that is damaging to the school's reputation
- Sending staff aggressive emails or other communications
- Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities
- Approaching another parent or pupil to discuss or reprimand them because of an issue between pupils
- Threatening any member of the school community in any way
- Arriving on the school premises partially clothed
- Smoking on the school premises
- Taking illegal or harmful drugs while on the school premises

- Drinking alcohol on the school premises, unless it has been authorised and supplied by the school
- Taking photographs or videos on the school premises without permission from the school including uploading school related content to social media platforms
- Recording phone calls or meetings with school staff
- Driving unsafely within the vicinity of the school including any acts considered as road rage

4. Managing inappropriate behaviour

If a parent is behaving inappropriately, a report will be made to the headteacher, or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Parents will raise concerns regarding another parent's behaviour or conduct directly with their child's pupil progress manager and will not approach the parent themselves.

Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent has acted / behaved inappropriately, depending on the severity of the situation, they will be invited to a meeting by the headteacher to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the headteacher, in collaboration with other staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the parent from the school premises
- Contacting the police
- Raising the matter with the local authority
- Seeking legal redress through the courts
- Restricting the parent's channels of communication to the school, e.g. no longer allowing the parent to send emails to a staff member directly
- Reporting content the parent has posted online to the website's administrator
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children

Any child protection and safeguarding concerns will be addressed in accordance with the school's Child Protection and Safeguarding Policy.

The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary.

The school reserves the right to terminate a face-to-face meeting, telephone conversation or online meeting if a parent or carer displays aggressive or disruptive behaviour.

The police will be contacted where a parent is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent has been previously barred from the premises or has exceeded their implied access to the premises and is causing a disturbance, the police will be contacted to remove the individual from the premises.

If concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises.

5. Barring from the school premises

The school has the right to bar a parent from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.

If a parent persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site.

The school will either:

- Bar the parent temporarily, until the parent has had the opportunity to formally present their side.
- Inform the parent that they intend to bar them and invite them to present their side.

The headteacher will send a letter to the parent, informing them of the following information:

- Why they have been temporarily barred or face a bar
- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- That they have the right to formally express their views on the decision to bar in writing to the chair of governors within **10** working days

The headteacher's decision to bar the parent will be reviewed by the chair of governors.

The chair of governors will take account of any representations made by the parent and decide whether to confirm or lift the bar. The parent will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they should seek independent legal advice.

All parents will be provided with a copy of this code of conduct upon their child's attendance at the school, and are required to familiarise themselves with the procedures and guidelines outlined.

Appendix A

Parent Code of Conduct Agreement

By accepting a place for my child at St Gregory's Catholic High School, I declare that I have received, read and understood the terms and conditions of this code of conduct.

I understand my obligations under this code of conduct and agree to comply fully with them. I will ensure that my conduct does not breach this code in any way, including not:

- Being abusive or threatening to any member of the school community.
- Dressing in an inappropriate manner.
- Behaving inappropriately or aggressively in any way.
- Being discriminatory towards any member of the school community.
- Trespassing on the school property.
- Smoking, drinking alcohol or taking any illegal or harmful substances on the school premises.
- Sending inappropriate, abusive or aggressive messages to school staff.
- Requesting to 'follow' or 'friend' school staff on social media.