



Holy Souls RC Primary School

Code of Conduct for Parents/Carers



Mission Statement

"To love one another as I have loved you," is at the heart of our Mission Statement. Holy Souls RC Primary is a place where we share our life in Christ, in the growing knowledge that Jesus loves us. Our school is a place where everyone is able to feel welcomed, valued, secure, loved and happy. Everyone who comes into our school be treated with respect and valued as a unique member of our school family.

Introduction

At Holy Souls RC Primary School, the Governors and staff believe that all members of the school community should be entitled to work, study or visit in a friendly and welcoming environment, where they are not met with any verbal or physical abuse.

Any individual who is deemed to be abusive, either verbally or physically may be subject to being barred from the school premises. If following this there are any further instances, then we remind you that under Section 547 of the Education Act 1996, a criminal offence may be committed if that individual causes or permits to cause a nuisance.

Notwithstanding the above, an offence under Section 39 Criminal Justice Act 1988 may also be committed for the use of threatening words or behaviour - even in a minor manner.

Purpose

It is the purpose of this policy to promote and support this entitlement and provide guidance to all stake holders as to how this might occur.

Underlying Principles

We value the relationship between parents, agencies, staff, governors and pupils as one which is mutually respectful and supportive.

- Parents/carers are welcome to contact school or arrange to come into school to discuss any concerns.
- All meetings will take place in an atmosphere of mutual respect and trust.
- All members of the school community will act reasonably and responsibly in dealing with issues of concern.
- Should any parent/carer have a concern about the behaviour of another child this should be dealt with through school. Parents/carers must not approach other children, or their parents/carers directly.
- All parties will work together to resolve difficulties, even when they relate to matters of a personal nature.
- School will respond to concerns or complaints in line with the school complaints procedures.
- Parents must allow staff reasonable time to deal with incidents, eg recognising that staff may not read or respond to emails on the same day they are sent. If parents have a concern that they consider needs urgent attention they should ensure that a verbal message has been given, via the school office.
- The school will not tolerate physical or verbal aggression towards adults or children. This also includes physically punishing your own child on site.
- Offensive or abusive language will not be tolerated on school premises.
- Parents and visitors should not use mobile phones in school at any time, unless with the express permission of a member of staff, who is present with them at all times. Photographs must not be taken on school premises, inside or outside - unless there is permission from staff member.
- Mobile phones, social media or emails shouldn't be used as a means of inappropriate or disrespectful communication.

Policy

The principles above underpin all communications between members of the school community and Holy Souls RC Primary School operates a zero-tolerance approach to breaches of these principles.

All parents who come into school may only enter with the permission of a member of staff, and a member of staff should be with them at all times. Should a visitor refuse to leave, this behaviour may give rise to a criminal offence. Staff will ask the person to leave the premises but will not place themselves in a position of risk. If violence is threatened, the police will be informed by an emergency call.

Policy Relating to the Behaviour of Adults in School

Meetings with parents should be arranged; however, we recognise that there are occasions when parents need to speak to a member of staff more urgently, or a member of staff may request to speak to a parent. Where parents or visitors do not conduct themselves in an appropriate manner during meetings or discussions the meeting will be terminated and the parent/visitor asked to leave the premises.

Parents who approach the school office either in person or by telephone should do so in a respectful and calm manner. Parents should be aware of the language they use on school premises, or through email or telephone communication.

Where conduct has been such as to warrant it, the police will be informed. The school will instigate proceedings (through the Legal Services Department) to ban persons acting in such a manner from the school premises. Parents have the right of appeal by writing to the Chair of Governors within ten days of a legal ban.

A record will be maintained in school of all incidents involving intimidating or threatening behaviour towards staff.

The school will notify parents of this policy on a regular basis.

This policy will be reviewed on a 3 yearly basis, or when legislation makes this necessary.

Reviewed: July 2025

Reviewer: Danielle Ellison