



Love of God, Love of one another, Love of our world, Love of learning

Code of Conduct for Parents, Carers and Visitors

This Code of Conduct is an unsigned agreement between the parent / carer / visitor and Sacred Heart Catholic Primary School and operates alongside our Home-School Agreement.

This Code of Conduct is aligned to advice from the Department of Education (*Advice on school security: Access to, and barring of individuals from, school premises: For local authorities, school leaders and school staff, Department of Education 2012*).

Purpose and scope

At Sacred Heart School, we are very proud and fortunate to have a very dedicated and supportive school community. We recognise that education is a process that requires partnership and a good relationship between home and school to support children's learning and development. For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our school.

This purpose of this code is to provide a reminder to all parents, carers and visitors to our school about the expected conduct so that we can work together to ensure a safe, respectful and positive school environment for our children, staff and parents.

This code aims to clarify the types of behaviour that will not be tolerated and sets out the actions the school can take should this code be ignored or where breaches occur.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. We understand that everyday problems and misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise, please contact your child's teacher, who will be available to meet with you and go through the issue and hopefully resolve it. If the concern remains, please contact the Executive Headteacher or the Deputy Headteacher in her absence. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

Our expectations on behaviour of parents and carers

We expect parents, carers and other visitors to show respect and concern for others by:

- Supporting the respectful ethos and values of our school
- Working together with teachers and other staff members in the best interests of our pupils. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a peaceful and positive solution
- Approaching the correct member of staff to help resolve matters. In the case of a safeguarding or child protection issue, the designated staff members are Mrs. Janet Mullally and Mrs. Vicky Moore
- Treating all members of the school community with respect – setting a good example with speech and behaviour
- Reinforcing the school's policy in behaviour, particularly when pupils are in public spaces around the school, where it could lead to conflict and unsafe activities
- Parking with consideration and respect for pupil safety when delivering and collecting pupils from school

Behaviour that will not be tolerated

In order to support a peaceful and safe school environment, the school does not tolerate:

- Disruptive behaviour which interferes with the operation of a sports event, a classroom, an office area, or any other part of the school grounds
- Using loud and/or offensive language or displaying temper that would make pupils, members of staff or other parents feel threatened or unsafe

- Any aggressive behaviour (physically, verbally or in writing) towards another adult or child. This includes approaching someone else's child in order to speak to them about their behaviour or chastise them. Please bring any behaviour incidents to a member of staff's attention as the school is best placed to resolve such internal issues
- Sending abusive messages to another member of the school community, including via text, email or social media
- Use of physical punishment against your child while on school premises
- Smoking or drinking alcohol on the school premises or in very close proximity to the school entrance gate(s) and grounds (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children
- Posting personal, defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Bringing the school in disrepute
- Using social media as a medium to air any concerns or grievances. Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Breaching school security procedures

Breaching the code of conduct

If the school suspects, or becomes aware, that a parent, carer or visitor has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

The school may consider that aggressive, abusive or insulting behaviour, or language from a parent presents a risk to staff or pupils. It is enough for a member of staff or a pupil to feel threatened for the school to consider this a breach of the code of conduct.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent in to school to meet with the Executive Headteacher, or the Deputy Headteacher in her absence
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the academy trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Executive Headteacher.

The Executive Headteacher will consult the Chair of Governors before banning a parent from the school site.

We trust that parents, carers and visitors will fully support this Code of Conduct. Together we must create a safe and positive environment not only for the children but also all who work for and visit our school.