

St William of York Catholic Primary School



Parent, Carer and Visitor Code of Conduct

Signed *G Prendergast* Chair of Governors

M Murphy Head Teacher

Date: 27th November 2025

Review date: November 2027

St William of York Catholic Primary School

PARENT, CARER AND VISITOR CODE OF CONDUCT

At St William of York Catholic Primary School we are very fortunate to have supportive and friendly parents. Our parents recognise that educating children is a process that involves partnership between home and school and understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome and encourage parents/carers to participate fully in the life of our school.

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

RESPECT AND CONCERN FOR OTHERS AND THEIR RIGHTS

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

- supporting the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community;
- speaking to staff in a respectful, civil and calm manner.
- working together with teachers for the benefit of children. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution;
- reinforcing the school's policy on Behaviour;
- respecting the learning environment appropriately (both in school and off site),
- parking with consideration and respect for others when delivering and collecting children from school.

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

- disruptive behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds;
- using loud and/or offensive language or displaying temper;
- threatening harm or the use of physical aggression towards another adult or child, both verbal & non-verbal;
- damaging or destroying school property;
- abusive, threatening, malicious or inflammatory emails, phone or social network messages, see Appendix 1 for more information;
- smoking and consumption of alcohol or other drugs or accessing the school site whilst intoxicated ;

This is not an exhaustive list but seeks to provide examples.

The above behaviours on school premises will be reported to the appropriate authorities and/or the police and Governors may prohibit an offending adult from entering the school grounds to safeguard our school community.

In the event that a parent, carer or visitor speaks to a member of staff in an inappropriate manner, the staff member will:

- Attempt to calm the parent, carer or visitor down
- Remain calm themselves, not raising their voice in return
- Move the parent, carer or visitor to a quiet area away from other people/children
- Include another member of staff if possible
- If the situation does not improve, advise the parent, carer or visitor that they wish to end the conversation & arrange a meeting at a later date. This meeting would include another member of staff, preferably a more senior one.

We trust that parents, carers and visitors will fully support this Code of Conduct.

Appendix 1:

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/pupils. St William of York Catholic Primary School considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the Class Teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at St William of York Catholic Primary School is found to be posting libellous or defamatory comments on Facebook or other 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 content or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.