



The Holy Family Catholic Primary School



Parent and Carer Code of Conduct

Our Mission

'As a family we live, love, learn and celebrate with Jesus.'

At The Holy Family Catholic Primary School, we believe that education is a shared responsibility between home, school, and parish. We are a faith-filled community, guided by the example of Jesus and the values of **Family, Honesty, Acceptance, Trust, and Sharing.**

This Code of Conduct sets clear expectations for parents, carers, and visitors to help us maintain a safe, supportive, and respectful environment for all.

1. Purpose and Scope

This Code aims to:

- Promote positive relationships between home and school.
- Ensure the safety and wellbeing of all members of our school community.
- Model respectful and compassionate behaviour for our children.
- Support open and effective communication between parents and staff.

It applies to all parents, carers, and visitors engaging with the school in person, by phone, email, or online.

2. Our Shared Values

We expect all members of our community to uphold and model our school values:

- **Family** – Work together in unity, supporting one another with care and compassion.
- **Honesty** – Communicate truthfully and constructively.
- **Acceptance** – Welcome and include everyone, celebrating difference and diversity.
- **Trust** – Act with faith, reliability, and respect in all interactions.
- **Sharing** – Give generously of time, skills, and encouragement to build our community.

3. Our Expectations of Parents and Carers

Parents and carers are vital partners in their child's education and faith journey. We ask that you:

a) Work in Partnership

- Support your child's learning, attendance, and wellbeing.
- Engage positively with school initiatives and events.
- Respect and support the school's Catholic ethos, mission, and policies.

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b) Communicate Respectfully

- Speak to all staff, pupils, and parents calmly and courteously, using polite and appropriate language.
- Follow the school's communication processes when raising queries or concerns.
- Address concerns directly with the school, avoiding public criticism or gossip.

c) Use Appropriate Channels

- For urgent matters, contact the school office by phone.
- For non-urgent matters, email the appropriate year group or admin address.
- Refrain from contacting staff outside of working hours (8am–5pm) or through personal contact details.

d) Attend Meetings Responsibly

- Arrange meetings through the school office when required.
- Approach discussions in a spirit of partnership and respect.
- Allow staff appropriate time to respond thoughtfully to queries or concerns.

4. Use of Social Media and Online Conduct

We recognise that social media is an important way of sharing and connecting. However, it must be used responsibly to protect the reputation and safety of our school community.

Parents and carers must not:

- Post or share photos, videos, or information about pupils (other than their own) without consent.
- Publish defamatory, offensive, or misleading comments about the school, staff, or other families.
- Use social media to raise or discuss concerns about the school.
- Engage in online bullying, criticism, or harassment of any member of the school community.

Parents should:

- Use online platforms to celebrate positive achievements.
- Contact the school directly with any issues or complaints.
- Model good digital citizenship for children.

If online content is found to be threatening, abusive, or damaging to the school's reputation, the matter may be referred to the police, and steps will be taken to seek its removal.

5. Unacceptable Behaviour

The following behaviour is not acceptable on school grounds, at school events, or in any communication with school staff:

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- Shouting, swearing, or using offensive language.
- Aggressive, threatening, or intimidating actions or gestures.
- Discriminatory, harassing, or bullying behaviour.
- Spreading false or damaging information about the school or individuals.
- Recording meetings, staff, or pupils without permission.
- Use of physical punishment on school premises.
- Bringing dogs onto the school site (except assistance dogs).
- Smoking, vaping, or consuming alcohol (except at authorised events).

6. Breaches of the Code

If a parent or carer acts in a way that breaches this Code of Conduct, the school will take proportionate action. Depending on the severity, this may include:

1. **Verbal warning** – a reminder of expected standards.
2. **Written warning** – formal notification that behaviour is unacceptable.
3. **Restricted communication** – all contact to be made via the Head teacher or in writing only.
4. **Meeting with leadership** – to discuss appropriate next steps.
5. **Temporary or permanent ban** – from the school premises, as permitted under Section 547 of the *Education Act 1996*.
6. **Police involvement** – in cases of criminal, defamatory, or threatening behaviour.

The Head teacher, in consultation with the Chair of Governors, will determine the appropriate response, ensuring all actions are fair and proportionate

7. Working Together in Faith

By following this Code of Conduct, parents and carers demonstrate their commitment to our mission:

‘As a family we live, love, learn and celebrate with Jesus.’

Together, we ensure that Holy Family Catholic Primary School remains a place where all children and adults feel valued, respected, and safe.

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