

St Edwards Catholic Primary and Nursery School

Parent/Guardian Code of Conduct 2025-2026

***“We Carry the light of Christ as we love, live,
learn and look after each other”***

September 2025



Our Lady and All Saints
Catholic Multi Academy Company
Strong in Faith

Rationale

The purpose of this policy is to provide guidance to all parents/guardians, carers and visitors to our school about their expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding and respect. At St Edwards, parents/guardians recognise that educating children is a process that involves a strong partnership between parents, school staff and the wider school community. As a partnership, it is our aim for parents/guardians to understand the importance of a good working relationship in order to equip children with the necessary skills for adulthood. For these reasons, we continue to welcome and encourage parents/guardians to participate fully in the life of our school.

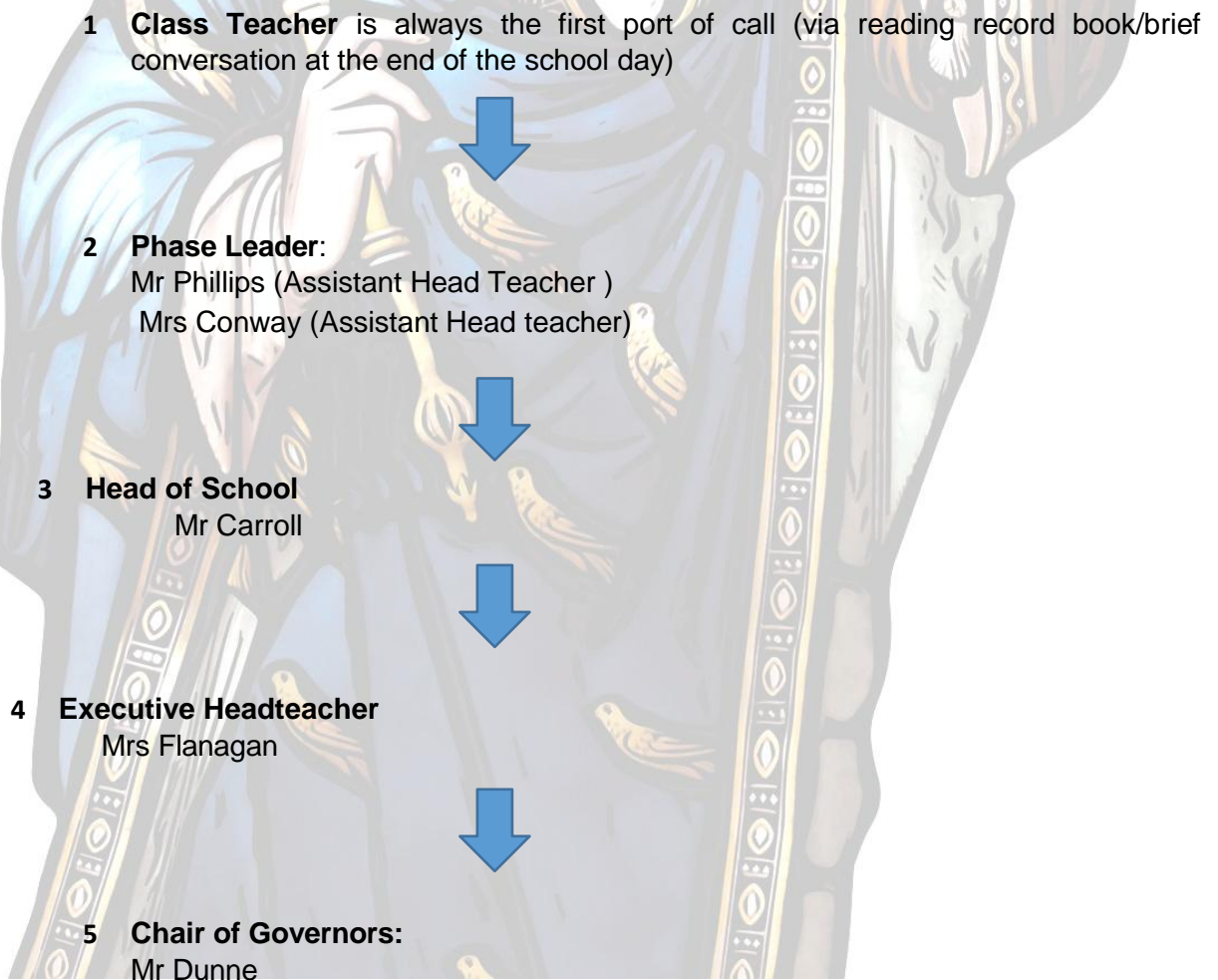
Aims

At the heart of our school lies a shared commitment to fostering a respectful, safe, and nurturing environment for all. To uphold this, we affirm the following principles:

- Every member of our school community—students, staff, families, and visitors—will be treated with dignity and respect at all times.
- We believe that everyone has the right to feel safe, valued, and secure within our school setting.
- Any concerns or perceived grievances will be raised and addressed thoughtfully, with calm and civility, in a spirit of mutual understanding.
- We endeavour to respond to all queries within a reasonable timeframe, mindful of the demands of daily school life. Our standard response period is within three working days.

Together, we strive to build a community rooted in compassion, clarity, and collaboration.

The following flow chart should support with the school's tiered approach to dealing with queries or concerns relating to your child:



Time must be given between each stage in order to ensure your concerns are heard and dealt with before any escalation to the next tier.

***Please note: Staff are unable to answer/respond to correspondence during the course of the day due to teaching commitments. Similarly, we have meetings after school, so an appointment may be required to discuss concerns privately. The best form of communication is through Class Dojo or via emailing the office.**

Our Expectations for Parents/Guardians and Visitors

As a Catholic school community, we deeply value the partnership between home and school. In order to maintain a respectful, safe, and supportive environment for all, we kindly ask that parents, guardians, and visitors uphold the following expectations:

- Respect and uphold the Catholic ethos that guides our school's values, teachings, and daily life.
- Recognise the importance of collaboration between teachers and families, working together for the holistic development and wellbeing of every child.
- Use Class Dojo as the primary channel for communication with class teachers, allowing for timely responses—typically within 24 hours during the working week.
- Model respectful speech and behaviour at all times, setting a positive example for children and contributing to a culture of mutual respect.
- Approach any concerns with openness, seeking to understand both the child's perspective and the school's view in order to reach a constructive resolution.
- Engage with the school in a courteous and appropriate manner when raising concerns or seeking support.
- Exercise patience and self-control, ensuring that interactions with staff or other parents take place in a calm and respectful frame of mind.
- Familiarise yourself with all relevant school policies, returning signed documents where required, and adhere to safeguarding protocols—including restrictions on mobile phone use—while on school premises.
- Plan pick-up arrangements in advance using the home-school link book or by emailing the school office before midday. Please note that we cannot guarantee delivery of messages to teachers in the afternoon.
- Show consideration for our local community by parking responsibly and ensuring the safety of all.
- Respect the privacy of staff members, acknowledging their right to a personal and family life outside of school hours.

Together, we can continue to build a school community rooted in faith, respect, and shared responsibility.

Responsible Use of WhatsApp Groups

We recognise that WhatsApp groups can be a helpful way for parents to stay connected and share information. However, it is essential that these platforms are used respectfully and constructively. Discussions should never undermine the school, staff, or other families. Miscommunication or negative commentary can quickly escalate and cause unnecessary distress or division. We ask all parents to use these groups to support one another and uphold the values of our school community—fostering kindness, clarity, and mutual respect.

In order to support a peaceful and safe school environment, the school cannot or will not tolerate parents, guardians and visitors exhibiting the following:

- Engaging in disruptive behaviour that interferes with the operation of classrooms, staff offices, school grounds, or off-site school activities.
- Posting defamatory, offensive, or derogatory comments about the school, its pupils, staff, or families on social media platforms. (Please refer to Appendix 1 for further guidance.)
- Raising concerns through informal or inappropriate channels. All concerns should be directed initially to the class teacher, and if necessary, escalated to the Phase Leader/Assistant

Headteacher, Head of School, Executive Headteacher and finally the Chair of Governors, in line with our Behaviour Policy.

- Displaying aggressive behaviour towards any adult or child. Such behaviour may constitute a safeguarding concern and will be reported accordingly.
- Approaching another child directly to discuss incidents involving your own child. This may be interpreted as inappropriate and could have legal implications.
- Contacting staff outside of school hours to discuss or investigate concerns. We ask that all communication takes place during school hours through appropriate channels.
- Using offensive language, swearing, shouting, or displaying anger—whether in person or over the phone.
- Bringing dogs onto school premises, whether held or on a lead, in order to maintain safety and hygiene.
- Damaging or destroying school property.
- Smoking or Vaping on school grounds. Alcohol may only be consumed during officially organised school events.

Please note: The school reserves the right to take any action deemed necessary to ensure that members of the school community are not subjected to abuse. Unacceptable behaviour may well be reported to the police.

School premises are private property, which parents/guardians have been granted permission to use. However, in the case of abuse or threats to staff, pupils or other parents, the school can withdraw this permission.

It is an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

If a parent/guardian is banned from the school site, they will need to provide alternative arrangements for their child/ren to enter and leave the school site. School will not be responsible for this. Parents have the right of appeal against a decision to ban them from the premises. This must be made in writing to the Chair of Governors, within ten days of permission to enter the school premises being withdrawn.

Appendix 1 - Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Head Teachers, school staff, and in some cases other parents/pupils. The Governors of St Edwards 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, a senior member of staff, the Head Teacher 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/guardian of a child/ren being educated at St Edwards Catholic School is found to be posting libellous or defamatory comments on any social network sites, they will be reported to the appropriate 'report abuse' section of the network site. The school will also expect that any parent/guardians 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. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent/guardian to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

Appendix 2 – Pupil use of Social Media

DfE Behaviour guidance 2022, states the following:

Many online behaviour incidents amongst young people occur outside the school day and off the school premises. **Parents are responsible for this behaviour.** However, often incidents that occur online will affect the school culture. Schools should have the confidence to sanction pupils when their behaviour

online poses a threat or causes harm to another pupil, and/or could have repercussions for the orderly running of the school, when the pupil is identifiable as a member of the school or if the behaviour could adversely affect the reputation of the school.

Inappropriate online behaviour including bullying, the use of inappropriate language, the soliciting and sharing of nude or semi-nude images and videos and sexual harassment should be addressed in accordance with the same principles as offline behaviour, including following the child protection policy and speaking to the designated safeguarding lead (or deputy) when an incident raises a safeguarding concern.

In cases when a member of staff or headteacher suspects criminal behaviour, the school should make an initial assessment of whether an incident should be reported to the police only by gathering enough information to establish the facts of the case. These initial investigations should be fully documented, and schools should make every effort to preserve any relevant evidence.

This policy was adopted and agreed by all staff: September 2025 Review date: Annually

