



Code of Conduct for Parents & Carers

At Our Lady Queen of Peace school we believe there exists excellent relationships with parents, carers and others in the wider community, based on mutual respect, a drive for continual improvement, willingness to listen and a commitment to support our families and children. We are fortunate in having caring and supportive parents and carers who understand the importance of maintaining good working relationships and ensuring effective communication between home and school for the benefit of all.

Children, and their parents and carers, can expect our staff to be fully committed to ensuring that every child receives a first-class education. All children will be fully supported and encouraged to thrive in every aspect of their academic and social development. They will be safeguarded and cared for during their journey through our school.

Staff will be supported by Senior Leaders, the Headteacher, Governors and Trust Board to provide an outstanding environment for both academic and social excellence for all children.

We understand that on occasions there may be challenges for individual children and their families. Our staff are well-trained and equipped to deal with those challenges, and to offer guidance, expertise and support. We will work with parents and carers to overcome those challenges and spend time supporting them. We ask that during more challenging times, the conversations our parents and carers have with our staff remain mutually respectful and do not create barriers. The care, safeguarding and development of the children remain our priority during those times.

This Parent and Carer Code of Conduct has been developed to ensure that we are clear in our expectations of the role of parents and carers in maintaining a caring and supportive educational environment with good working relationships and effective communication and can protect our staff, parents, carers and all members of the school community during any communication or meetings. Our staff should not fear harassment or intimidation and safeguards are in place to ensure all staff feel protected and supported, as well as other parents and carers.

If parents or carers behave in a way which is not consistent with this Code of Conduct, the school will address this in a reasonable and appropriate way. We will always explain to you what action we are taking and why. This may include writing to or meeting with parents or carers whose conduct gives the school cause for concern. If the conduct issues persist or is particularly concerning, the school may take a range of actions to secure the



safety and best interests of the school community. This may include restricting communication or requiring the parent not to enter the school premises.

We would expect that parents and carers would make all persons responsible for collecting children aware of this Code of Conduct.

The school expects parents and carers to:

- ✓ Respect the caring ethos of the school.
- ✓ Understand that parents and teachers need to work together for the benefit of our children.
- ✓ Work with the school to build relationships with its staff.
- ✓ Talk to us if you have any concerns about any part of your child's education and development – we want to hear from you.
- ✓ If you have a concern and wish to make a formal complaint, please ensure that you follow the school's policies and complaint procedures. Please refer to the Complaints Policy on the school website, which includes details of how we will deal with serial and unreasonable complaints.
- ✓ Demonstrate in your own behaviour that all members of the school community should be treated with respect by setting a good example in your own speech and behaviour.
- ✓ Understand that even if divergent views exist, all should remain calm and respectful and be mindful that we are all working together for the child's best interests.
- ✓ Approach school staff to inform them of any issue and allow them time to investigate and then resolve issues according to school policy.
- ✓ Understand that the school needs to be able to maintain arrangements for the orderly running of the school meaning that appointments cannot be arranged on demand and that the school will not be able interrupt daily teaching arrangements to meet parents or carers without notice other than in an emergency.
- ✓ Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- ✓ Support the school in addressing your child's behaviour, especially where it could lead to conflict.



- ✓ Understand that the school is responsible for curriculum and timetabling matters.
- ✓ Dress appropriately when accessing school premises, including not wearing clothing which may be viewed as offensive.
- ✓ Complete all consent, contact and medical forms and inform us straight away if anything changes.
- ✓ Make sure your child has the right clothing for any activity they are involved in. Attend Information Evenings, school events and Parents' Evenings wherever possible or re-arrange if necessary to share information about your child's development.
- ✓ Only take photographs and videos under the direction and supervision of senior leaders within the school with the subject being your child. No images or videos should be shared on social media.
- ✓ Switch off electronic equipment, including mobile phones, cameras and iPads while on school premises.
- ✓ Sign in and wear a visible visitor's badge while on school premises. Those without an enhanced DBS will be supervised at all times .

The following behaviours will not be tolerated:

- × Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, office or other area of school grounds.
- × Loud or offensive language, swearing, cursing or displaying temper.
- × Threatening to or carrying out actual bodily harm to a member of school staff, governor, visitor, parent/carer or pupil.
- × Damaging or destroying school property.
- × Sending abusive or threatening emails, text/voicemail/phone messages or other written communication. This includes issues which consume an inordinate amount of staff time.
- × Post defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff at the school on Facebook or other social media sites.
- × The use of physical aggression towards another adult or child. This includes physically punishing your own child on school premises.



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- × Remaining on school premises or in school reception for an unreasonable time after a visit or after being asked to leave.
- × Chastising or harassing someone else's child.
- × Smoking, vaping or consuming alcohol or drugs whilst on school property.
- × Bringing dogs (except assistance dogs) on to school premises.