



Together, We Learn and Grow in God's Love

**Sacred Heart**  
**Catholic Primary School**  
A Voluntary Academy

## Parent Code of Conduct

<b>Approved by</b>	Sacred Heart Catholic Primary School Academy Council
<b>Review date</b>	September 2025
<b>Next review</b>	September 2026

This policy should be read alongside the school's Child Protection and Safeguarding Policy, Complaints Procedures Policy, and Equality Policy.

### Contents

#### Statement of intent

1. [Legal framework](#)
2. [Expectations](#)
3. [Inappropriate behaviour](#)
4. [Managing inappropriate behaviour](#)
5. [Barring from the school premises](#)
6. [Monitoring and review](#)

#### **Appendices**

- a) [Parent Code of Conduct Agreement](#)

### Statement of intent

We value our parents and carers as key partners in our children's education. This code sets out how we can all work together respectfully to ensure Sacred Heart remains a welcoming and safe community for everyone.

We strive to build strong relationships with parents to create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve their full potential. Parents should understand that their own behaviour, and the manner in which they conduct themselves with staff, pupils and other parents, sets an example for children.

### 1. Legal framework

This document has due regard to relevant legislation including:

- Education Act 2011
- Education Act 1996
- Children Act 2004

This document also has due regard to statutory and best practice guidance, including:

- DfE (2024) 'Keeping Children Safe in Education'
- DfE (2023) 'Working Together to Safeguard Children'
- DfE (2022) 'Controlling Access to School Premises'

It should be read in conjunction with the following school policies:

- Complaints Procedures Policy
- Child Protection and Safeguarding Policy
- Equality and Diversity Policy
- No Smoking Policy

## 2. Expectations

Our school expects parents to:

- Act in accordance with this code of conduct at all times.
- Support and reflect the school's ethos and values through their behaviour.
- Set a good example to pupils through their behaviour and the way they interact with staff, pupils and other adults.
- Work together with staff for the benefit of their child.
- Treat all governors, staff members, pupils, other parents and visitors with dignity and respect.
- Work with staff members to resolve any issues of concern.
- Where appropriate, clarify their child's version of events with the school to bring about a peaceful solution.
- Correct their child's behaviour appropriately, particularly on the school grounds.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow parking and collection rules.
- Dress appropriately when on school premises or attending school events, ensuring their appearance sets a positive example.

Parents are required to act in accordance with all relevant school policies and procedures at all times. Parents can request copies of all relevant policies and procedures from the school office.

## 3. Inappropriate behaviour

The school takes instances of inappropriate behaviour very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened.

Parental behaviour that the school does not tolerate includes the following:

- Using foul, abusive or offensive language

- Raising voices inappropriately at another individual
- Making racist or sexual comments
- Using aggressive hand gestures, e.g. raising fists and fingers
- Discriminating against any member of the school community, including pupils, staff, governors and other parents
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online
- Sending abusive or threatening messages, emails or other communications to any member of the school community
- Trespassing on school property
- Causing intentional damage to school property
- Breaching the school's security procedures
- Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking and pushing
- Physically intimidating an individual
- Partaking in unnecessary physical contact with an individual
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media
- Posting content on social media that is damaging to the school's reputation
- Sending staff aggressive emails or other communications
- Psychologically harassing any member of the school community, including displaying vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities
- Approaching another parent or pupil to discuss or reprimand them because of an issue between pupils
- Threatening any member of the school community in any way
- Arriving on the school premises partially clothed. This includes wearing nightwear when dropping-off or collecting pupils.
- Smoking on the school premises
- Taking illegal or harmful drugs while on the school premises
- Drinking alcohol on the school premises, unless it has been authorised and supplied by the school
- Taking photographs or videos on the school premises without permission from the school
- Driving unsafely within the vicinity of the school
- Making persistent, unfounded, baseless, and vexatious claims against the school or its staff

#### **4. Managing inappropriate behaviour**

If a parent is behaving inappropriately, a report will be made to the headteacher, or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Parents will raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher or the headteacher and will not approach the parent themselves.

Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

When a parent has behaved inappropriately, they will be invited to a meeting by the headteacher to discuss their behaviour and to attempt to resolve the issue. Where this initial meeting is not sufficient to resolve the issue, the headteacher, in collaboration with other staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Barring the parent from the school premises
- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent's channels of communication to the school
- Reporting content the parent has posted online to the website's admin
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children

Any child protection and safeguarding concerns will be addressed in accordance with the school's Child Protection and Safeguarding Policy.

The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour. The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary.

The police will be contacted where a parent is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent has been previously barred from the premises, or has exceeded their implied access to the premises and is causing a disturbance, the police will be contacted to remove the individual from the premises.

If concerns are raised in relation to a parent's appearance or dress, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises.

## **5. Barring from the school premises**

The school has the right to bar a parent from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises. Behaviour that could result in a parent being asked to leave the premises includes aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, or behaviour that is making staff or pupils feel threatened.

If a parent persistently or consistently behaves inappropriately on the school site, or there is a one-off incident of extremely inappropriate behaviour, the school reserves the right to bar this individual from the school site.

The school will either:

- Bar the parent temporarily, until the parent has had the opportunity to formally present their side.

- Inform the parent that they intend to bar them and invite them to present their side.

The headteacher will send a letter to the parent, informing them of the following information:

- Why they have been temporarily barred or face a bar
- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- That they have the right to formally express their views on the decision to bar in writing to the chair of governors within **10** working days

The headteacher's decision to bar the parent will be reviewed by the chair of governors. The chair of governors will take account of any representations made by the parent and decide whether to confirm or lift the bar. The parent will be notified in writing of the decision to uphold or lift the bar.

If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they should seek independent legal advice.

## **6. Monitoring and review**

This document will be reviewed on an annual basis by the headteacher and any changes made will be communicated to all parents and staff at the school.

Parents will be provided with a copy of this code of conduct upon their child's attendance at the school, and are asked to familiarise themselves with the procedures and guidelines outlined.