

St Louis Catholic Academy, Newmarket

Part of Our Lady of Walsingham

Catholic Multi Academy Trust

Christ at the Centre: Children at the Heart



Parent and Carer Code of Conduct

Approved by the Committee/Governing Body	January 2023
Signed by	Chair of Governors
Minuted	
Review date	September 2025

'Loving to learn, learning to love'.

MISSION STATEMENT

Our school strives to be a living Christian Community which values and nurtures each individual through a sound education and encourages responsible attitudes towards our changing world.

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1. Purpose and scope

At St Louis Catholic Academy School, we are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher or the Headteacher, who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations. The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

This code of conduct aims to help the school work together with parents and carers by setting guidelines on appropriate behaviour.

We use the term 'parents and carers' to refer to:

- ❖ Anyone with parental or carer responsibility for a pupil
- ❖ Anyone caring for a child (such as grandparents or child-minders)

2. Our Expectations for Parents and Carers

St Louis Catholic Academy working within the OLOW MAT expects everyone to respect the ethos, vision and values of our school and to:

- Recognise the Gospel Values that the school follows
- Work together with staff in the best interests of all pupils
 - Treat all members of the school community with respect – setting a good example with speech and behaviour
 - Seek a peaceful solution to all issues
 - Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
 - Approach the right member of school staff to help resolve any issues of concern

3. Behaviour that will not be tolerated will include

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents and carers
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media

- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs
- Bringing dogs onto the school premises

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent or carer about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent or carer
- Invite the parent or carer in to school to meet with a senior member of staff or the headteacher (or Trust representative in the event of the breach being against the Headteacher).
- Contact the appropriate authorities (in cases of criminal behaviour)
- Notify Cambridgeshire Health and Safety Business Partner of Health and Safety incident where required
- Seek advice from OLOW MAT regarding further action (in cases of conduct that may be libellous or slanderous)
- Raise a safeguarding concern with Suffolk Safeguarding Team (where appropriate)
- Ban the parent or carer from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher in consultation with the Chair of Governors before banning a parent from the school site.

Appendix 1: model letters

Initial warning letter from the headteacher

Dear [parent or carer name],

I've received a report about your conduct on [time and date].

[Summary of incident, include location, its effect on staff, pupils and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent code of conduct. [Please find a copy attached to this letter.]

If the incident is more serious, add:

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, pupils and parents are entitled to a safe, respectful and inclusive environment, and that parents and carers are as responsible for creating this environment as school staff.

Continue with:

Further breaches of the code of conduct may result in a ban from the school premises.

If you want to invite the parent in for a meeting, add:

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future. At the meeting, the following school representatives will be (Insert)

Please contact the school office on [phone number] to book an appointment.

Yours sincerely

Headteacher

Model letter banning a parent or carer from the school site

Dear [parent or carer name],

I am writing to inform you that, after consultation with the Chair of Governors, I am banning you from the school site until [date].

You can also choose to ban a parent or carer permanently. In that case, amend the sentence above.

Despite previous correspondence and conversations about your conduct, there have been further breaches of our parent code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents or carers for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely

Headteacher