



*Jesus is the centre of our lives,
Our learning and friendships,
In a safe, happy and caring community
Where all are welcome*

HOLY CROSS CATHOLIC PRIMARY ACADEMY

Parent Code of Conduct

Shared with the school community: September 2025

To be reviewed: September 2026

INTRODUCTION

At Holy Cross Catholic Primary Academy, we are very fortunate to have a supportive and friendly school community made up of pupils, staff, governors and parents. Parents play a vital role in the development of their children and we recognise that they are their primary educators. Parents choose Holy Cross Catholic Primary Academy because of our excellent Catholic Education offering, our school ethos and mission statement and our Ofsted recognised approach to encouraging good relationships between our pupils. Our school ethos and curriculum are underpinned by our 9 Gospel Values and we expect our pupils to live these golden threads out every day in their actions and their interactions with each other.

We also expect staff to follow the Staff Code of Conduct and Staff Handbook and Governors to follow the Governor Code of Conduct and Governor Handbook. As parents are an essential and valued part of our community, we expect parents to follow our Parent Code of Conduct because we are all working together to achieve the very best outcomes for our pupils.

Parents recognise that educating children can be both rewarding and challenging. That it is a process that involves partnership between parents, school staff, governors and the wider school community. As a partnership, our parents understand the importance of a good working relationship with the school to equip children with the necessary skills for adulthood. For these reasons we welcome and encourage parents/carers to participate fully in the life of our school. Where possible aspects of the school operation are shared with parents through written communication and at half termly Parent Forum groups which we warmly invite parents to attend. Where possible and helpful we will consult parents and the school community on aspects of the school operation. However, as the Headteacher who has been appointed by the Diocese and trusted by the Bishop to deliver the highest quality Catholic Education to pupils, it may be that operational decisions are made based on their experience and professional judgement without consultation.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about expected standards of conduct and that this is in-line with our other codes of conduct for other key members of our school community. This will enable children to flourish, progress and achieve, in an atmosphere of mutual understanding.

Guidance

As well as following the guidance set out in our Home-School Agreement, we expect parents, carers and visitors to:

- Respect the caring ethos of our school and live out in their daily lives, our 10 Gospel Values and principles of Catholic Social Teaching.
- Understand that the school management team, governors, teachers, staff and parents must work in partnership for the benefit of all pupils.
- Demonstrate an understanding that **all** members of the school community must be treated with respect and therefore set a good example in their own speech, behaviour and written correspondence with the school, to their child.

- Parents may not agree with every decision that is made. When parents have a concern or a complaint please follow our procedures for raising a concern and then if necessary our complaints policy (see Appendix 1)
- Seek to clarify a child's version of events when they are at home, remembering that sometimes children can get muddled with their version of events. That there are often two sides to a story that may need further investigation.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive, unsafe behaviour or damage to school property. If the school is experiencing concerning behaviours that are dangerous to others, that these are addressed at home if brought to the parent's attention.
- Approach the school, always with respect, to help resolve any issues of concern by following the school procedures; speaking with the class teacher in the first instance and then if unresolved, the Deputy Headteacher and then Headteacher.
- Avoid using the Headteacher/staff as threats to admonish children's behaviour as positive and warm relationships in school are very important for all pupils.
- Support the school with implementing school rules when on school premises especially when it involves the health, safety and wellbeing of all of the children eg: children must not play on the play equipment outside of the school day.

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following anywhere on the school site:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, the playground, an employee's office, office area or any other area of the school grounds including team matches on the field and the carpark.
- Shouting, using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
- Threatening to do actual bodily harm to a member of school staff, governor, visitor, fellow parent/carer or pupil, regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Verbally abusive, threatening or intimidating comments made directly or indirectly to a member of school staff, governor, visitor, fellow parent/carer or pupil.
- Abusive, intimidating or threatening e-mails or text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff/governors, on school premises, in public or on Whats App, Facebook or other social sites. (See Appendix 2). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, the Deputy Headteacher, the Headteacher or the Chair of Governors, so

they can be dealt with fairly, appropriately and effectively for all concerned. Please follow the school complaints policy.

- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to discuss a concern 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 taking drugs is not permitted anywhere on the school site at any time.
- The consumption of alcohol whilst on school property is only permitted at a specifically organised event. Parents will be asked to leave the school premises if they demonstrate inappropriate or lewd behaviour or if they become aggressive.
- Dogs or other pets are not permitted on the school playground unless invited to a specific event or the recognised and approved school dog.
- Parents are not permitted to message or telephone other parents or carers if they are accompanying a class on a school trip.
- If volunteering to help in school parents must follow the school code of strict confidentiality.

Should **any** of the above behaviour occur on school premises the senior leadership team of the school may feel it prudent to contact the appropriate authorities and if necessary, ban the offending adult from entering the school grounds for a fixed or indefinite period of time.

In the instance of a verbal or physical assault the Police may be called.

We trust that parents and carers will collaborate with our school and follow this policy. We thank parents, carers and visitors for their continued support of the school, in working together to keep standards and expectations high.

Appendix1

Raising a concern or making a complaint

It is always fantastic to receive constructive responses and compliments from parents, carers and visitors as they paint a positive picture of our school. We appreciate parents and carers taking the opportunity to share any thoughts or feelings with us. We read all comments and readily act on them.

Parent Questionnaires are given out at least once each term. Additionally, parents may like to visit the Parent View Section of the Ofsted Website to register their feelings about the school,

<https://parentview.ofsted.gov.uk/login?destination=/give-your-views>

It is important that you let us know if you do have a concern, relating to anything about how your child is learning at school or if there is anything that you feel we need to address or improve on. There is a stepped process for sharing this with us:

1. Please speak with your child's class teacher directly and in the first instance. This is best after school as it can be busy in the morning at registration time.
2. If you are not satisfied with the outcome of this conversation or if you feel that you need to address a more serious issue then please email the school office admin@holycross-pri.esses.sch.uk and make an appointment to see the Phase Leader.
3. If you are still not satisfied you may ask to speak to the Deputy Headteacher and then she will determine if it is necessary to seek a meeting with the Headteacher. The school will respond to emails and concerns within the time parameters of the normal school day and school week and within 24 hours.
4. If you are still unhappy or if you have a concern which is in relation to the Headteacher then please contact Tony Rowley our Chair of Governors via the school office. The Chair of Governors will respond to emails and concerns within the time parameters of the normal school day and school week and within 48 hours. The role of the Governing Body is to deal with Strategic matters relating to the school and not Operational matters.
5. The next step in the process is to follow our formal complaints procedure as outlined on the school website.

Do please bear in mind that we do the very best job that we can but it is impossible to get things right all of the time and to meet everyone's expectations. However, to reassure all of our parents and carers, we do try our absolute best as a school to do just that. We are not a complacent school rather a community which is constantly striving to improve. We are here to listen to you if you have a concern. We will take it seriously and solve it to the best of our ability but such concerns must be put forward as outlined above.

Appendix 2

Inappropriate use of a Social Network Site

As a school we recognise the invaluable use of Social Media as a way of communicating messages quickly and broadly to the school community. However, it is also the case that sites can be used inappropriately and that comments can be unhelpful, disrespectful, defamatory and sometimes threatening. We take threats made on Social Media, to any member of the school community, very seriously eg: threatening to 'come for someone' is seen as threatening behaviour. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Deputy Headteacher, Headteacher or the Chair of Governors, so that they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at Holy Cross Catholic Primary Academy is found to be posting libellous or defamatory comments on Whats App, Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site and possibly the Police. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer 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 (group of children) or a parent (group of parents) to publicly humiliate another person by an inappropriate social network entry. We will take and deal with this as a serious incident of school bullying or intimidation. Thankfully such incidents are extremely rare.