



Live, Love and Learn Together in the Light of the Life of Christ

St. Mary's C.E Primary School
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ST MARY'S C OF E PRIMARY

Parent Code of Conduct 2026-2027

1. Purpose

At St Mary's C.E. Primary School, we are committed to providing a safe, respectful and positive environment for pupils, staff, governors, parents and visitors. We value the support and partnership of parents and carers and recognise that positive relationships between home and school contribute significantly to pupil success and wellbeing.

This Code of Conduct sets out the standards of behaviour expected when communicating with or interacting with members of the school community.

2. Pupil Information

Parents and carers are expected to:

- Treat all members of the school community with respect and courtesy.
- Communicate concerns in a calm and appropriate manner.
- Follow published school procedures when raising concerns or complaints.
- Respect the professional judgements of staff.
- Support the school's behaviour, safeguarding and attendance expectations.
- Work collaboratively with staff in the best interests of pupils.
- Respect the privacy and confidentiality of pupils, families and staff.

3. Unacceptable Behaviour

The following behaviours are not acceptable and may result in formal action by the school:

Aggressive or Abusive Conduct

- Shouting at, intimidating or threatening staff, governors, pupils or other parents.
- Aggressive behaviour on school premises.
- Use of offensive, discriminatory or abusive language.
- Harassment of staff in person, by telephone, email or social media.

Unreasonable Communications

- Repeated contacts regarding matters that have already been investigated and responded to.
- Excessive emails, telephone calls or messages.
- Demands for an immediate response.
- Refusal to engage with the school's published procedures.

False or Malicious Allegations

- Making unfounded, malicious or vexatious allegations against staff, pupils or governors.
- Encouraging others to make allegations without evidence.
- Disseminating unsubstantiated rumours.

Social Media Misuse

- Publishing derogatory, defamatory or abusive comments about the school, staff, governors, pupils or families.
- Sharing confidential information relating to pupils or staff.
- Inciting hostility towards members of the school community.

Disruption to School Operations

- Behaviour that disrupts the safe and effective operation of the school.
- Refusal to follow reasonable instructions from school staff.
- Entering restricted areas without permission.

4. Protecting Staff Wellbeing

The school will not tolerate abusive, intimidating, threatening, harassing or vexatious conduct towards staff. Where such behaviour occurs, the school reserves the right to cease direct engagement on the matter, implement communication restrictions, and take any other reasonable steps necessary to protect staff wellbeing and ensure the effective operation of the school.

5. Responding to Breaches

Where behaviour falls below expected standards, the school may:

- Remind parents of this Code of Conduct.
- Issue a verbal warning.
- Issue a formal written warning.
- Require communications to be directed through a nominated member of staff.
- Restrict methods of communication.
- Require meetings to take place with another member of staff present.
- In serious cases, withdraw permission for access to the school site.
- Seek support from the Local Authority, Trust, police or legal advisers where appropriate.

6. Expectations of the School

The school will:

- Treat parents and carers with respect and professionalism.
- Listen to concerns fairly.
- Respond in line with published procedures.
- Seek to resolve issues promptly and constructively.
- Take appropriate action to protect the wellbeing and safety of staff and pupils.

7. Monitoring and Review

This policy will be reviewed annually by the Governing Body.