St Mary's Catholic Primary School

Meadowside, Sunderland SR2 7QN

Parent, Carer and Visitor Code of Conduct

At St Mary's Catholic Primary School, we are proud of our welcoming, supportive and respectful community. We believe that educating children is a partnership between school, parents and carers, and we all play an important role in helping children thrive.

We ask all parents, carers and visitors to:

- Support and respect the Catholic ethos and values of our school.
- Treat staff, children, parents and visitors with courtesy and respect.
- Set a positive example through their behaviour and language.
- Help keep our school environment safe, clean and welcoming.
- Follow school procedures, including parking safely around the school site.
- Work with school staff to resolve concerns in a calm, respectful and constructive way.

We are committed to resolving concerns through open communication. If you have a concern, please speak to your child's class teacher or the Headteacher. If the issue remains unresolved, you may follow the school's complaints procedure, available on our website or from the school office.

This Code of Conduct outlines the standards of behaviour expected of all parents, carers and visitors, and explains the action the school may take if these expectations are not met.

Behaviour We Do Not Accept

To ensure a safe and positive environment for everyone, the following behaviours are not acceptable:

- Disruptive behaviour that interferes with the smooth running of the school.
- Aggressive, threatening or intimidating behaviour towards staff, pupils, parents or visitors.
- Offensive, abusive or inappropriate language.
- Damage to school property.
- Abusive, threatening or inappropriate communication, including emails, messages and social media posts.
- Publicly challenging decisions made by staff, including those relating to sports teams, clubs, performances, trips and other school activities.
- Using class WhatsApp groups or social media to raise complaints, criticise school decisions or make negative comments about members of the school community.

- Approaching or confronting staff in an aggressive or confrontational manner, particularly when they are supervising pupils.
- Physical, verbal or written aggression towards any member of the school community.
- Approaching or challenging another person's child regarding incidents or disagreements.
- Smoking, vaping, consuming alcohol (unless at an authorised event) or using illegal drugs on school premises.
- Bringing dogs onto the school site, except assistance dogs.

Where behaviour falls below these expectations, the school may take appropriate action, including involving external agencies or restricting access to the school site.