

LONDON BOROUGH OF HAVERING



ST. URSULA'S CATHOLIC PRIMARY SCHOOL

Parent Code of Conduct Policy

"With God at the heart of our St Ursula's family, we welcome all as we learn and grow together"

Autumn 2026

At St Ursula's Catholic Primary School, we are very proud and fortunate to have a very dedicated and supportive school community. Our school staff, governors, parents and carers all recognise that the education of our children is a partnership between us. We expect our school community to follow our school ethos, keep our school tidy, and set a good example of their own behaviour both on and off the school premises – this includes parents.

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, who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please contact a member of the school leadership team.

Behaviour that will not be tolerated:

- Disruptive behaviour, which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises
- Any inappropriate behaviour on the school premises
- Using loud or offensive language or displaying temper
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child
- Damaging or destroying school property
- Sending abusive or threatening emails, text/voicemail/phone messages, or other written communications (including social media) to anyone within the school community
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other sites
- The use of physical, verbal or written aggression towards another adult or child, this includes physical punishment of your own child on school premises
- 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, taking illegal drugs or the consumption of alcohol on school premises (alcohol may only be consumed during authorised events)
- Dogs being brought on to the school premises (other than guide dogs)

Should **any** of the above occur on school premises or in connection with school, the school may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

School action

In the event of any parent/carer or visitor of the school breaking this code then proportionate actions will be taken.

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff or governor in the school. This will also

include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to the County Councils Legal Team for further action.

In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the school will send a formal warning letter to the parent/carer with an invite to respond.

If after the warning letter this behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

- A) A ban from the school can be introduced without having to go through all the steps offered above in more serious cases.
- B) Site bans will normally be limited in the first instance.

Social Media

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

If parents have any concerns about their child in relation to the school as we have said above they should:

1. Initially contact the class teacher
2. If the concern remains they should contact the Headteacher OR a member of the Senior Leadership Team
3. If still unresolved, the school governors through the complaints procedure

They should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school in disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

St Ursula's school policies are approved and electronically signed via the Governor Hub. If you require a signed paper copy please contact the school office.