



PARENT and FAMILY CODE OF CONDUCT

LEADER / CO-ORDINATORS	J. W. Leake esq - Chair of Governors Mrs J M Farrimond
GROUPS INVOLVED IN DISCUSSION	Governing Body Headteacher Senior Leadership Team All Staff Parents
LINK TO SCHOOL IMPROVEMENT PLAN	Priority 1 - Further develop the Catholic Life of the school to ensure the school remains Outstanding.

'Trust in the Lord with all your heart and do not lean on your own understanding; in all your ways, acknowledge Him and He will make your paths straight.'

Proverbs 3:5-6

I. STATEMENT OF INTENT

1.1 At St. Aidan's Catholic Primary School, we have excellent relationships with our parents/carers and family members and greatly value the contribution that parents/carers play in the life of the school and in their children's education. Creating the best outcomes for our pupils requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that all members of the school community are safe and not exposed to undue distress and anxiety.

1.2 We provide many opportunities for parents/carers and family members to engage with school life with our staff: collecting/dismissing pupils from the playgrounds, on-line sharing systems to promote pupil excellence, parents' evenings, invites to all liturgical events and participation in a range of special celebrations. We also produce a weekly diary and termly newsletter to keep parents informed about school events. Important information is also included on the school website, Facebook and our home/school agreement clearly states the expectations of working jointly for the benefit of the children's education and well-being.

1.3 We believe that all parents/carers want to be confident that there are arrangements in school to keep their children safe. As part of our safeguarding procedures, adhering fully to the DfE document 'Keeping children safe in education 2025 Statutory guidance for schools and colleges' we have introduced this parent and family code of conduct to ensure that behaviour from parents/carers does not cause the children and/or staff to feel distressed, threatened or unsafe.

1.4 The Governing Body is responsible for protecting the health and safety of their staff and pupils. The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, threatening behaviour, verbal and or physical abuse towards a member of the school community.

1.5 Our school expects and requires staff to behave professionally in these difficult situations, and to attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of the school community have the right to work without fear of violence and abuse, and the right in an extreme case, of appropriate self-defence.

1.6 We expect parents/carers and other visitors to behave in a reasonable way towards other members of the school community. Behaviour that will cause harassment, alarm or concern to users of the premises is contrary to the aims of the Archdiocese and school and is unacceptable.

1.7 This code of conduct outlines the steps that will be taken where parent/carer/visitor behaviour is unacceptable.



2. AIMS

2.1 That all members of our school community treat each other with respect within the school environment and are pleasant and courteous. We are all entitled to dignity and respect and the school will take all measures to ensure that these excellent standards are maintained by all our stakeholders.

2.2 We consider that aggressive, abusive or insulting behaviour, or language from a parent presents a risk to staff or pupils. It is enough for a member of staff or a pupil to feel threatened. In such circumstances, schools have a power in common law to bar the parent from the premises.

3. EXPECTATION

- That adults will abide by our school mission of 'Hand in Hand with Jesus'.
- That school staff and parent/carers will work together for the benefit of our pupils.
- That adults always set a good example to children, showing them how to get along with all members of the school and wider community.
- That when approaching school staff for help to resolve an issue, that it is done in an appropriate manner.
- That conversations in front of children are always calm and appropriate.
- That parents and family members, in accordance with the Complaints Policy, allow staff – and, where matters are escalated, the Headteacher – the opportunity to discuss, reflect upon, and resolve concerns before they are unnecessarily escalated further.
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises.
- Victimisation of staff members, either verbal or physical, or physical assaults on any member of staff, with or without a weapon, will also result in legal proceedings and prosecution within the letter of the law.

4. GUIDELINES

4.1 This is not an exhaustive list but seeks to provide illustrations of the disruptive types of behaviour that are considered serious, unacceptable or could affect the safe operation of school. The school will not tolerate any of these behaviours and will take swift action within the legal framework to safeguard its employees.

- Inappropriate use of offensive language or displaying temper
- Intimidation through body language
- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Swearing
- Racist and sexist comments
- Homophobic, biphobia or transphobic comments
- Inappropriate posting on Social Networking sites
- Sexual harassment
- Displaying influence of drugs (including smoking) and alcohol
- Damaging property
- Defamatory, offensive or derogatory comments
- Covert recording

4.2 Physical aggression, such as:

- Physically intimidating, e.g. invading personal space
- The use of aggressive hand gestures/exaggerated movement
- Threatening, abusive or insulting behaviour
- Shaking or holding a fist towards another person
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting



5. PROCEDURES

5.1 Where negative behaviour does occur, the Governing Body will play a proactive role in taking all possible action to deal with it. When a visitor behaves in an unacceptable way in person towards a member of the school staff, the Headteacher, or in their absence a member of the Senior Leadership Team, will seek to resolve the situation through discussion and mediation. In the first instance, a telephone call will be made in order to maintain a positive working relationship while also making it clear that this behaviour is not acceptable. The school's complaints procedure should be followed. Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, the discussion will be terminated, and the visitor will be asked to leave the school immediately. The police will be called if necessary. School premises are private property and parents/carers and any other visitors have been granted licence from the school to be on the premises. It is an offence under section 54.7 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises.

5.2 Consideration will be given as to whether some kind of support may be necessary e.g. counselling, occupational health or legal support. On-going liaison will be maintained with the police if there is police involvement. Members of the school community will be kept informed where this does not conflict with confidentiality.

5.3 The Headteacher may feel it is necessary to contact the appropriate authorities and issue a warning or consider banning the offending adult from entering school premises. This will result in an initial warning letter (appendix 2).

5.4 Where an individual's conduct presents/continues to present a risk to the safety, welfare, or good order of the school community, the school reserves the right to impose a ban from the premises (example letter at appendix 3). In situations involving urgent or immediate risk, an interim ban may be implemented with immediate effect pending further investigation and a formal review of the circumstances.

5.5 The authority to impose a ban rests with the Headteacher. In the absence of the Headteacher, the Deputy Headteacher or another member of the School Leadership Team, is authorised to enact a ban in accordance with this policy.

5.6 An initial ban will ordinarily be imposed for a period of one week. However, the duration may be varied following review, considering the seriousness of the incident, any previous related incidents, and whether there is evidence of repeated or escalating behaviour. The school reserves the right to extend the ban or impose further conditions where deemed necessary and proportionate. The decision to revoke a licence will be reviewed within a six-week period.

5.7 Prior to being banned the following steps will be taken:

- The parent/carer/visitor will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached as there are criminal consequences to breaching an order.
- The Chair of Governors, Archdiocese and Local Authority will be informed of the ban.
- The police may be informed and may result in prosecution.

5.8 When a parent/carer or visitor behaves in an unacceptable way during a telephone conversation, staff at the school have the right to terminate the call. The incident will be reported by staff to the Headteacher or another member of the Senior Leadership Team in their absence. The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to verbal abuse. The school may warn the aggressor, ban them from the school, and/or contact the police, procedure as listed above.

5.9 A ban from the school premises applies to all school-related activities conducted on site without exception. This includes, but is not limited to, parents' evenings, liturgical celebrations, performances, meetings, and any other organised school events held on school grounds. School is not responsible for organising arrangements for children in the above circumstances. Parents/carers will need to provide alternative arrangements for bringing children into school.

5.10 Parents have the right of appeal by writing to the Chair of Governors within ten days of permission to enter the school premises being withdrawn.

5.11 Following any incident of this nature, the individual involved must complete an Incident Report Form (see appendix 1) and submit it confidentially to the Headteacher.



ST. AIDAN'S CATHOLIC PRIMARY SCHOOL

5.12 In accordance with the school's duty of care, the Headteacher, or another member of the Senior Leadership Team in their absence, has the right to attend any meetings taking place on school premises without prior notice where there is a reasonable concern regarding the welfare of a member of staff. Any such intervention will be conducted in a sensitive, proportionate, and dignified manner. Any subsequent meetings must be formally scheduled, with a member of the Senior Leadership Team notified in advance.

6. INAPPROPRIATE USE OF SOCIAL NETWORKING SITES

6.1 Social media websites are being used increasingly to fuel campaigns and complaints against schools, staff, and in some cases, other parents/pupils. Our School will have due regard to the statutory guidance *Keeping Children Safe in Education* (2025) in all matters relating to safeguarding and the protection of pupils, staff, and the wider school community. All actions taken under this policy will be consistent with the principles and expectations set out in this guidance to ensure that those involved are appropriately safeguarded and treated fairly.

6.2 The Governors of St. Aidan's Catholic Primary School consider the use of social media websites in this manner to be unacceptable and not in the best interests of the children or the wider school community. Our School expects parents and carers to act responsibly in relation to safeguarding matters. Parents must not discuss, identify, or speculate about other children, families, or incidents involving other pupils on social media or other online platforms. Such behaviour may compromise the privacy, welfare, and safety of children and may be addressed in accordance with this and other relevant school policies. In serious or malicious circumstances, the school reserves the right to involve the police.

6.3 Any concerns raised by staff, parents, or family members must be communicated through the appropriate channels, by speaking directly with the class teacher or the Headteacher, to ensure that matters are addressed fairly, appropriately, and effectively for all parties involved. Safeguarding concerns should be referred to the Designated Safeguarding Lead.

6.4 If any pupil or parent/carer of a child(ren) is found to be posting libelous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site, and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carer or pupil will remove such comments immediately.

6.5 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 or a parent/carer to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

7. VEXATIOUS OR UNREASONABLE COMPLAINTS

In line with Complaints Policy

7.1 The school values feedback from parents and carers and encourages concerns to be raised respectfully and in accordance with the school's complaints procedure.

7.2 A complaint may be considered vexatious or unreasonable if it is repetitive, excessive, or has already been fully addressed; places unreasonable demands on staff time; involves inappropriate or abusive communication; or is pursued in a manner that disrupts the effective operation of the school.

7.3 Where a complaint is deemed vexatious or unreasonable, the school may limit or modify its response, including restricting communication methods or declining to revisit matters that have been concluded. Any such action will be proportionate, documented, and reviewed periodically.



8. EQUALITY, DIVERSITY AND INCLUSION

In line with Complaints Policy

8.1 The school is committed to upholding the principles of equality, diversity and inclusion in all interactions with parents and carers. When addressing concerns or requests, the school will take reasonable steps to consider individual needs and circumstances, ensuring that all parents are able to communicate with the school and express their views in a fair, open and respectful manner.

9. MONITORING AND REVIEW OF POLICY

The Headteacher monitors the effectiveness of this policy on a regular basis. The Headteacher also reports to the governing body on the effectiveness of the policy and, if necessary, make recommendations for further improvements.

The Headteacher and governing body will review this policy every two years, or earlier if statutory guidance changes or a significant incident gives rise to the need for revision”.

DISCUSSED AND AGREED BY RELEVANT STAKEHOLDERS	February 2026
DISCUSSED AND AGREED BY GOVERNING BODY	Full Governing Board Meeting, 10 th March 2026
MONITORING AND EVALUATION	Leadership Discussion March 2027
This policy was last updated on	New Policy
Formal Review of Policy	September 2028

Signed: _____

Headteacher, Mrs J. M. Farrimond

Chair of Governors



Appendix 1

Incident Report Form

(Includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property).

This form should be completed as fully as possible. Please confine your information to matters of fact; you should expect that this form will be made available to any interested person. A member of staff should complete the form for an incident involving or witnessed by a pupil. Please use continuation sheet if necessary.

Date of incident		Day of week		Time	
------------------	--	-------------	--	------	--

Member of staff or other person reporting incident	
Position in School	

Person assaulted/verbally abused (if appropriate)	
Relationship to School	
Job/Position (if member of staff)	

Details of trespassers/assailant(s) (if known)	
--	--

Name of witness(es) if any	
Personal details	

Relationship between member of staff/pupil and trespasser/assailant, if any	
---	--

Details of incident

Type of incident (e.g. if trespass, was the trespasser causing a nuisance or disturbance and how, if assault, give details of any injury suffered, treatment received etc.)	
Location of incident (attach sketch if appropriate)	
Other details: describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present.	

Outcome	
---------	--

If you have other comments that you wish to discuss then please contact the Headteacher, directly.

Signed Date

Please return as soon as possible to the Headteacher.

Headteacher: Signed Date



Appendix 2

Initial warning letter

Dear

Following an incident on _____ relating to _____.

I am writing to inform you that the behaviour referred to is wholly unacceptable. The school will not tolerate conduct of this nature and will take all necessary steps to protect both pupils and staff.

In light of this, should I receive any further reports of similar conduct, I will be required to consider withdrawing your licence to enter the school grounds and buildings. Should you fail to comply with such an instruction, arrangements may be made for you to be removed from the premises and for proceedings to be initiated under Section 54.7 of the Education Act 1996. A conviction under this section carries a potential fine of up to £500.

Nevertheless, I wish to provide you with the opportunity to make representations and to discuss the issues arising from the incident on _____. I therefore invite you to arrange an appointment with me via the school office at your earliest convenience. Alternatively, you may choose to submit your response in writing.

Yours sincerely,

Mrs J. M. Farrimond
Headteacher

cc: Chair of Governors



Appendix 3

Dear

Revocation of Parental Licence to enter St. Aidan's Catholic Primary School site

I am writing this letter to inform you that following our conversation on _____ the decision has been made to revoke your license to enter the school grounds of St. Aidan's Catholic Primary School with immediate effect.

Under Government guidance [Controlling access to school premises - GOV.UK](https://www.gov.uk/guidance/controlling-access-to-school-premises) (2018) or future up-to-date DfE guidance should it be updated again, a decision can be made to revoke a parent's license to enter the premises if: 'they feel that their aggressive, abusive or insulting behaviour or language is a risk to staff or pupils. It's enough for a member of staff or a pupil to feel threatened.'

Your actions on (date _____) when you (brief details of incident _____), met these criteria.

Beginning immediately, you are not allowed onto school grounds including car parks, playgrounds or any area inside the boundary fence unless you have first made an appointment with myself. This includes delivering and collecting your child from school, for which you will have to make other arrangements while this ban is in place.

In relation to the ban, you have the right of appeal by writing to the Chair of Governors within ten days of the date of this letter. Written correspondence should be forwarded to:

J. W. Leake esq
Chair of Governors
St. Aidan's Catholic Primary School
Winstanley
Wigan
WN3 6EE

This ban relates to yourself and not to your child(ren).

The decision to revoke your license to enter the school grounds will be reviewed on (date) at (time). At this point you are invited to come into school to discuss the ban. You will then receive further correspondence, within 7 days, explaining our decision as to whether the ban should remain in place or be revoked.

Yours sincerely,

Mrs. J. M. Farrimond
Headteacher