



Parent Code of Conduct
 Last review: August 2025
 Reviewed by AGA
 Next review: July 2026

Upton Hall School FCJ

PARENT CODE OF CONDUCT

‘This policy will be implemented in a way which honours the vision that every FCJ school is a community of persons - students, staff, governors - bound together in mutual respect and ready to rely on each other in fulfilling their privileged task as educators in a Catholic school.’

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1. Purpose and scope

At Upton Hall School FCJ, we believe it is important to:

- Work in partnership with parents to support their child’s learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our Behaviour for Learning policy). This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term ‘parents’ to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child’s behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern that may be affecting a pupil’s learning, behaviour or ability to do homework so that any issues can be resolved quickly
- Follow the process outlined in the school’s complaints policy if they are looking to make a complaint against the school.

3. Unacceptable Behaviour

In order to support a peaceful and safe environment within the school the following behaviours/actions will

not be tolerated by parents/carers:

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language anywhere on the school premises or during a phone call
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally, over the telephone or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Causing or permitting a nuisance on the school's premises in contravention of s.547 of the Education Act 1996

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and contact the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent in to school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our legal advisors regarding further action (for example, in cases of conduct that may be libellous or slanderous)

Should any of the behaviours outlined in section 3 above take place, the school may feel it necessary to apply restrictions to the offending adult's contact with the school, which may include:

- Putting in place a communication strategy to limit the point of contact and the frequency of times that communications may be sent/made or reviewed
- Preventing the parent from sending emails to individual and/or all the school's employees/governors and insisting that they only correspond by letter
- Banning the parent from entering the school site
- Banning the parent from accessing any school building except by appointment

When the decision is taken to apply any of the above restrictions or conditions the Headteacher will contact parents/carers in writing to explain:

- Why the decision has been taken;
- What action is being taken; and
- The duration of that action.

The school will always respond to an incident in a proportionate way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher.

The Headteacher will consult the Chair of Governors before banning a parent from the school site.

5. Inappropriate Use of Social Media

Social media websites are unfortunately being used increasingly to fuel campaigns and complaints against schools, headteachers, school staff, and in some cases other parents / pupils. Parents/pupils are reminded

that the law prohibits statements being made which are malicious, have the intention to cause harm or harass another. False statements published about individuals may also amount to defamation and subject to civil action.

The school considers the use of social media websites in this way to be unacceptable and not in the best interests of the children or the whole school community. The school therefore encourages parents/carers to raise any concerns through the appropriate channels so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that a parent is found to be posting libellous or defamatory comments on a social media site they will be reported to the appropriate 'report' or 'abuse' section of that social media site. Parents are reminded that all social media sites have clear rules about the content which can be posted on the sites and they must provide robust mechanisms to report contact or activity which breaches these rules. The school expects that any parent will remove such comments immediately and in serious cases the school will consider its legal options regarding any misuse of social media.

Finally, the school is committed to tackling the issue of cyberbullying and therefore will take appropriate action against parents should inappropriate social media posts be used to publicly humiliate another parent or pupil at the school.