

# Parent and Visitor Code of Conduct

## Blessed Edward Oldcorne Catholic College



**Approved by:** Full Governing Body

**Date:** October 2023

**Last reviewed on:**  
October 2022

**Next review due by:**  
October 2024

## **Parents' and Visitors' Code of Conduct**

At Blessed Edward Oldcorne Catholic College we are very proud and fortunate to have a very dedicated and supportive college community. At our college the staff, governors and parents alike, all recognise that the education of our children is a partnership between all parties.

As a partnership we recognise the importance of solid working relationships to equip all of our children with the necessary skills for adulthood. For these reasons we will continue to welcome and encourage parents to participate fully in the life of our college.

The purpose of this policy is to provide a reminder to all parents and visitors to our college about the expectations around the conduct of all parents and visitors connected to our college.

We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships. We believe it is essential that we all remain committed to resolving difficulties in a constructive manner through open, positive dialogue.

Our college already has a Code of Conduct for all our staff and volunteers. This Code for Parents is aimed at the wider college community so that we all share a common expectation and understanding over behaviour. Whilst we appreciate that incidents are extremely rare, we feel it is important to make clear the types of behaviour that we will may find unacceptable and what action we might take in response.

### **Behaviour that will not be tolerated:**

- Disruptive behaviour which interferes or threatens to interfere with any of the college's normal operation or activities anywhere on the college premises.
- Any inappropriate behaviour on the college premises.
- Using loud or offensive language.
- Threatening a member of staff, visitor, fellow parent or student.
- Damaging or destroying college property.
- Sending abusive or threatening emails, text/voicemail/phone messages or other written communications (including via social media) to anyone within the college community.
- Defamatory, offensive or derogatory comments regarding the college or any of the students/parents/staff/governors at the college on social media (See Appendix 1 for more details)
- The use of physical, verbal or written aggression towards another adult or child (This includes physical punishment of a parent's own child on college premises).
- Any language or actions which breach our commitment to Equality and Diversity, for example, but not exclusively, sexist, racist or homophobic comments/actions. Smoking, vaping, taking illegal drugs or consuming alcohol on college premises (Alcohol may only be consumed during authorised events).

Should **any** of the above occur on college premises, or in connection with college, the college may take legal advice and consider banning the offending adult from entering the college premises altogether.

## **What happens if someone ignores or breaks the Code?**

In the event of any parent or visitor breaking this Code, then proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will be referred to the Police. This will include any harassment, threats of violence and actual violence to any child, staff or governor at the college. This could take the form of insulting social media postings or any form of social media cyber bullying.

In more serious cases, a ban may be introduced without having to go through all of the above steps. Site bans will normally be of limited duration in the first instance.

In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the college will refer the matter to its solicitor for further action. In cases where the Code of Conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then the college will invite the parent to a meeting to try to resolve the issue. If the parent refuses to attend the meeting then the college will write to the parent and ask them to stop the behaviour, advising that failure to do so could result in a ban from the college premises.

## **Complaints**

This Code of Conduct does not prevent parents from raising a legitimate complaint.

In most cases we hope that all complaints and concerns can be resolved through open dialogue with teachers or other members of staff as appropriate.

Where parents are not satisfied with responses that they receive they may then follow the Complaints Procedure as laid out in our College Complaints Policy. This is available on the college's website or hard copy from the college office.

## **Appendix 1**

### **Issues of conduct with the use of Social Media**

#### **Think before you post**

We ask that social media, whether public or private, is not used to voice negative views about the college, college staff, parents or students.

We take inappropriate use of social media by a parent to publicly humiliate or criticise another parent, student or member of staff very seriously and will take action when appropriate.

If parents have any concerns about their children in relation to the college they should:

1. Initially contact the child's Tutor/Subject Teacher
2. If the concern remains they should contact the Head of Year/Head of Department
3. If the concern remains they should contact the Headteacher
4. If still unresolved, contact the college governors through the Complaints Procedure

**Online activity which we consider inappropriate:**

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

We ask that all parents and visitors to our college who have arrived by car, park responsibly and safely at all times. The college has good relationships with local residents. Parents and visitors are required to park and drive with the needs of local residents in mind at all times. This includes actions such as not blocking drives, reversing into drives or parking on pavements. Parents and visitors who do not follow this request will be contacted by the college and depending on circumstances reported to the police.

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