



*Saint Joseph's*  
CATHOLIC SCHOOL

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**Parent Code of Conduct**

Version 1.1 April 2019

<b>Success Criteria:</b>			
<b>Context/Aim:</b>			
<b>Context</b> At St Joseph's Catholic school we are very fortunate to have a supportive and friendly parent body. We strongly believe that educating children is a process that involves partnership between parents, teachers and the school community. As a partnership, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.			
<b>Aim</b> The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding and respect.			
<b>Monitoring Procedures:</b>			
<b>By Whom:</b> Governors' Pastoral & Ethos Committee	<b>When:</b> Biennially	<b>How:</b> Reports to the Governors' Pastoral & Ethos via the Head teacher where appropriate	
<b>Evaluation:</b>			
<b>By Whom:</b> Head teacher	<b>When:</b> Biennially	<b>How:</b> Governors' Pastoral & Ethos Committee to review Policy	
Version	Approved	Review Date	Additional Information
V1.0	January 2017	January 2019	New Policy
V1.1	April 2019	April 2021	
<b>Vision Statement:</b>			
<p>St Joseph's is a co-educational, 11-16 Catholic voluntary-aided school in the diocese of Clifton and the county of Wiltshire. Our aim is to provide a caring educational environment where each person is valued and is given the dignity due to a child of God.</p> <p>At the heart of our school is the Christian vision of the human person. We want each member of our community to grow as an individual witness to the gospel values of love, truth and justice. We want each pupil to be healthy in mind, body and spirit.</p> <p>Each member of our community should feel safe and secure in the learning environment. We aim to develop a sense of self-discipline and responsibility in our pupils. Everyone in our community should show respect for themselves, respect for others and respect for the environment.</p> <p>We believe that each pupil should have the opportunity to enjoy and achieve to their full potential. We are committed to praising and celebrating achievement. We want our pupils to have high expectations of themselves to understand the value of service to others and our responsibility as stewards of the environment. Everyone has a contribution to make in helping to build the common good. We aim to equip our pupils with the ability to make good choices in their lives based on the positive relationships and values they have learned in St Joseph's.</p> <p>We aim to help each of our pupils to develop morally and spiritually. We want them to achieve economic well-being while being mindful of the needs of others who are less fortunate.</p> <p>We are committed to aspiring for excellence in all that we do for the sake of the Gospel.</p> <p>Head teacher</p>			
<b>National Policies and guidance/courses referred to and incorporated into SJCS Policy:</b>			
Protection from Harassment Act 1997			
<b>Document/Course Title:</b>		<b>Document/Course Date:</b>	

**Other SJCS Policies that relate to this Policy:**

Safeguarding & Child Protection Policy  
Staff Code of Conduct  
Disciplinary Procedure  
Complaints Policy

## Parent Code of Conduct Policy and Procedures

### Guidance

**As well as following the guidance set out in our Home – School Agreement, we expect parents, carers and visitors to:**

- Respect and follow the rule of “Treat people the way you would like to be treated”.
- Approach the school to help resolve any issues of concern. Parent’s first point of contact will usually be with their child’s Form Tutor.
- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that **all** members of the school community should be treated with dignity and respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child’s version of events with the school’s view in order to bring about a peaceful solution to any issue.

**In order to support a peaceful and safe school environment, the school cannot tolerate parents, carers and visitors exhibiting the following:**

- Using offensive language, swearing, using profane language or displaying temper anywhere on school premises. This also applies to any form of communication with school staff.
- Making disparaging or libellous comments about any member of the school’s staff.
- Defamatory, offensive or derogatory comments regarding the school or any member of school staff/pupils or parents at the school on Facebook or other social media sites. Any concerns you may have about the school must be made through the appropriate channels by speaking to a member of the Senior Leadership Team, so they can be dealt with fairly, appropriately and effectively for all concerned. Please see our Complaints Policy (available on the school website) for further details on making a complaint. Further to this, no mention of staff names should be used on social media sites.
- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee’s office, office area or any other area of the school grounds including team matches.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication. Any correspondence that contravenes this could result in Police involvement or a ban on contacting the school.
- The use of physical aggression towards another adult or pupil. This includes physical punishment against your own child on school premises.
- Approaching someone else’s child in order to 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).

Should **any** of the above behaviour occur, the school may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering the school grounds via a Restraining Order under the Protection from Harassment Act 1997.

## **Persistent & Vexatious Complaints**

### **Who is a persistent complainant?**

For the purpose of this policy, a persistent complainant is a parent/carer or member of the public who complains about issues, either formally or informally, or frequently raises issues that the complainant considers to be within the remit of the school, and whose behaviour is unreasonable. Such behaviour may be characterised by:

1. Actions which are obsessive, persistent, harassing, prolific, repetitious
2. Prolific correspondence or excessive e-mail or telephone contact about a concern or complaint
3. Uses Freedom of Information requests excessively and unreasonably
4. An insistence upon pursuing unsubstantial complaints and/or unrealistic or unreasonable outcomes
5. An insistence upon pursuing complaints in an unreasonable manner
6. An insistence on only dealing with the Head teacher on all occasions irrespective of the issue and the level of delegation in the school to deal with such matters
7. An insistence upon repeatedly pursuing a complaint when the outcome is not satisfactory to the complainant but cannot be changed, for example, if the desired outcome is beyond the remit of the school or because it is unlawful

For the purpose of this policy, harassment is the unreasonable pursuit of such actions as in 1 – 7 above, in such a way that they:

- a. Appear to be targeted over a significant period of time on one or more members of school staff and/or
- b. Cause ongoing distress to individual member(s) of school staff and/or
- c. Have a significant adverse effect on the whole/parts of the school community and/or
- d. Are pursued in a manner which can be perceived as intimidating and oppressive by the recipient. This could include situations where persistent demands and criticisms, whilst not particularly taxing or serious when viewed in isolation, have a cumulative effect over time of undermining confidence, well-being and health.

### **The school's actions in cases of persistent or vexatious complaints or harassment**

In the first instance the school will inform the complainant that his/her behaviour is considered to be becoming unreasonable/unacceptable and, if it is not modified, action may be taken in accordance with this policy.

1. This will be confirmed in writing
2. If the behaviour is not modified the school will take some or all of the following actions as necessary, having regard to the nature of the complainant's behaviour and the effect of this on the school community.
  - a. Inform the complainant in writing that his/her behaviour is now considered by the school to be unreasonable/unacceptable and, therefore, to fall under the terms of this policy.
  - b. Inform the complainant that all meetings with a member of staff will be conducted with a second person present and that notes of meetings may be taken in the interests of all parties.
  - c. Inform the complainant that, except in emergencies, all routine communication with the complainant to the school should be by letter only.
  - d. (in the event of physical, or verbal aggression) take advice from LA HR/Legal Services (services purchased by the Governing Body) and consider warning the

complainant about being banned from the school site; or straight to a temporary ban.

- e. Consider taking advice from the LA on pursuing a case under Anti-Harassment legislation.
- f. Consider taking advice from HR/Legal Services of the LA about putting in place a specific procedure for dealing with complaints from the complainant, i.e. the complainant will not be able to deal directly with the Head teacher but only with a third person to be identified by the Governing Body of the school, who will investigate, determine whether or not the concern/complaint is reasonable or vexatious and then advise the Head teacher accordingly.

3. Thus, based on point 2f above, legitimate new complaints may still be considered even if the person making them is, or has been, subject to the Policy for Dealing with Persistent or Vexatious Complaints and/or Harassment in Schools. However, the school will be advised by the HR/Legal Services of the LA.

4. If a complainant's persistent complaining/harassing behaviour is modified and is then resumed at a later date within a reasonable period of time, the school may resume the process identified above at an appropriate level. In these circumstances advice may be sought from the HR/Legal Services of the LA.

### **Review**

The school will review as appropriate, and at a minimum once every two years, any sanctions applied in this policy.

We trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continued support of our school.

### **Appendix 1**

#### **Inappropriate use of Social Networking Sites**

Social Media websites are being used increasingly to encourage campaigns and complaints against schools, Head teachers and school staff, and in some cases other parents/pupils. The

Governors of Saint Joseph's Catholic School considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the Form Tutor, Head of House, Assistant Head teacher, Deputy, Head teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at Saint Joseph's Catholic School is found to be posting libellous or defamatory comments on Facebook or other social media 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 removes such comments immediately.

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