



*Saint Joseph's*  
CATHOLIC SCHOOL

# Parent Code of Conduct

Version 1.3 – February 2026

ST JOSEPH'S CATHOLIC SCHOOL  
CHURCH ROAD  
LAVERSTOCK  
SALISBURY  
SP1 1QY

## Success Criteria:

### Context/Aim:

#### **Context**

SJCS is committed to a safe, respectful and faith-led learning environment in partnership with families. This Code sets out the standards of conduct expected from parents, carers and visitors when communicating with staff, engaging with school life, and supporting pupils—on site, off site, and online. It supports our Christian values of love, truth and justice, and our duty to safeguard pupils and staff. [Parent-Cod...uct-Oct-23 | PDF]

#### **Aim**

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.

## Monitoring Procedures:

<b>By Whom:</b>	<b>When:</b>	<b>How:</b>
Governors' Pastoral & Ethos Committee	Biennially	Reports to the Governors' Pastoral & Ethos via the Head teacher where appropriate

## Evaluation:

<b>By Whom:</b>	<b>When:</b>	<b>How:</b>
Headteacher	Biennially	Governors' Pastoral & Ethos Committee to review Policy

## Revision History:

<b>Version</b>	<b>Approved and Ratified</b>	<b>Review Date</b>	<b>Additional Notes</b>
V 1.3	February 2026	February 2028	Rewrite
V 1.2	October 2023	October 2025	
V 1.1	April 2019	April 2021	
V 1.0	January 2017	January 2019	New policy



## **Vision Statement:**

**With God's love and inspiration, we aspire and achieve excellence.**

**Vision:** St. Joseph's aspires to be an exceptional, inclusive Catholic school where every individual feels a **profound sense of belonging and recognises their spiritual gifts**. In a safe, trusting, and respectful environment, everyone can thrive.

The St Joseph's family is dedicated to providing and receiving **outstanding educational opportunities, enabling each member to achieve excellent progress and outcomes** in every aspect of school life to ensure the highest level of academic results. We are committed to nurturing God-given talents and encouraging everyone to reach their full potential, fostering spiritual and moral character development.

## **National Policies and guidance/courses referred to and incorporated into SJCS Policy:**

<b>Document/Course Title:</b>	<b>Document/Course Date:</b>
Protection from Harassment Act 1997	

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

Safeguarding & Child Protection
Staff Code of Conduct
Behaviour Policy (pupil)
Complaints Policy
Data Protection & Privacy Notices
Anti-Bullying and Online Safety



## Our Commitments to You

### **SJCS will:**

- Treat all parents and carers with courtesy, dignity and respect.
- Communicate clearly, professionally and within reasonable timeframes (see Section 5).
- Offer appropriate channels for queries, feedback and complaints, and explain next steps.
- Safeguard confidentiality and personal data in line with statutory duties.
- Make reasonable adjustments where needed to support access and inclusion.

## Your Commitments to the School

### **Parents, carers and visitors agree to:**

- Model respectful behaviour in all interactions, including in front of children.
- Use the correct channels for concerns (Section 6) rather than social media.
- Work in partnership with staff—seek clarification and resolve issues calmly.
- Support pupil conduct by reinforcing school expectations and routines.
- Arrange appointments via the main office; understand staff may not be available on demand due to teaching and duty commitments.

## Unacceptable Conduct

To maintain a peaceful and safe environment, the following are not permitted (in person, by phone, in writing, or online):

### **A. Aggression, Abuse & Harassment**

- Swearing, abusive, threatening or discriminatory language, shouting, or intimidation.
- Threats or acts of violence towards any pupil, parent/carer, visitor, governor or member of staff.
- Persistent or targeted actions that cause distress (including repeated unfounded allegations).

### **B. Digital & Social Media Misuse**

- Defamatory, offensive or misleading posts about the school, staff, pupils or families.
- Naming individual staff or pupils publicly, or sharing confidential information.
- Coordinating online campaigns instead of using the school's complaints channels.



### C. Site Safety & Pupil Contact

- Disruption to lessons, offices or extra-curricular activities (including fixtures).
- Damage to, or unauthorised use of, school property.
- Approaching another child to reprimand them—this can be perceived as assault and may have legal consequences.
- Any form of physical punishment of your own child on school premises.

Note: Examples are illustrative, not exhaustive. Serious single incidents—or repeated lower-level incidents—may trigger stronger action.

## Communication Standards

- First point of contact: your child's Form Tutor for routine matters; pastoral or subject leads for specific issues; the main office will route queries when unsure.
- Response times: We aim to acknowledge queries within 2 working days and provide a fuller response within 5–10 working days, depending on complexity.
- Appointments: Please book via the main office; staff cannot meet on demand during teaching times.
- Tone: All messages should be courteous and proportionate; concerns are more effectively resolved when expressed calmly and clearly.

## Raising Concerns & Complaints

- Informal resolution: Contact the Form Tutor or relevant staff member.
- Escalation: If unresolved, the matter may be escalated to the Head of House/Department, then SLT.
- Formal complaint: Follow the school Complaints Policy (published on our website). We will explain the process, timeframes, and outcomes you can expect.

## Responding to Breaches (Proportionate Pathway)

SJCS will act proportionately, based on the nature, severity, and frequency of the conduct:

### Stage 1 — Early Resolution

- Quiet word / reminder of expectations; or
- Follow-up email confirming expectations.



## **Stage 2 — Formal Warning**

- Written warning from SLT or Headteacher; expectations clarified; may include restricted contact arrangements (e.g., one named contact, written correspondence only).

## **Stage 3 — Managed Contact / Conditions**

- Meetings only by appointment with two members of staff present; notes taken.
- All routine communication in writing except in emergencies.

## **Stage 4 — Site Access Restriction**

- Temporary or extended ban from site where behaviour poses risk or causes significant disruption. Police may be involved where conduct is criminal, harassing or threatening.

## **Stage 5 — Further Action**

- Legal advice may be sought (e.g., harassment, defamation).
- In serious cases, the school may pursue civil or criminal remedies.

Decision-making: The Headteacher determines the response (consulting the Chair of Governors before imposing a site ban).

## **Persistent or Vexatious Behaviour**

Behaviour may be considered persistent or vexatious if it is obsessive, repetitious, harassing, or imposes disproportionate demands (e.g., prolific emails, repeated complaints seeking unrealistic outcomes, or refusing to engage with delegated staff). Where this occurs, the school may:

- Confirm in writing that behaviour is unreasonable and set conditions.
- Route all contact via a single point of contact and/or in writing only.
- Require two staff at meetings and keep formal notes.
- Impose or extend site access restrictions, and consider legal options.

Note: Legitimate new concerns will still be considered on their merits.

## **Social Media & Online Conduct**

- Raise concerns privately with the school, not on public forums.
- Do not post defamatory, offensive, or misleading content about SJCS, staff, pupils or families; do not name individual staff/pupils.



- The school may request removal of inappropriate content, report abuse to the platform, and consider legal options in serious cases (e.g., defamation, harassment, malicious communications).

## Record-Keeping, Data & Confidentiality

- The school will keep proportionate records of serious incidents and actions taken.
- Personal data will be handled in line with statutory duties and our Data Protection policies.
- Meeting notes may be taken for accuracy and transparency, particularly where conditions are in place.

