PARENT BEHAVIOUR & CONDUCT

SUMMARY

At Le Cateau Community Primary School, we are committed to maintaining a safe, respectful and welcoming environment for all members of our school community. This includes pupils, families, staff, governors, visitors and volunteers.

We believe that positive relationships between home and school are essential to supporting children's wellbeing, learning and success. We ask all parents and carers to work in partnership with us by communicating respectfully and modelling the values and behaviours we expect from our pupils.

OUR EXPECTATIONS

We expect all parents and carers to:

- Treat all pupils, families, staff, governors and visitors with courtesy and respect.
- Communicate with school staff in a polite, professional and constructive manner.
- Follow school procedures when raising concerns or complaints.
- Support the school's commitment to safeguarding and promoting the welfare of children.
- Respect the privacy and dignity of all members of the school community.
- Act as positive role models both on the school site and online.

UNACCEPTABLE BEHAVIOUR

The following behaviours are not acceptable and may result in action being taken by the school:

- Physical aggression, intimidation, threatening behaviour or harassment.
- Abusive, offensive or discriminatory language towards pupils, parents, staff or visitors.
- Entering the school site under the influence of alcohol or drugs.
- Smoking or vaping anywhere on the school site.
- Bringing dogs onto the school site without prior permission from the Headteacher (excluding assistance dogs).
- Deliberately causing damage to school property.
- Filming, photographing or recording staff, pupils or parents without permission.
- Publishing or sharing information, images or videos relating to members of the school community without consent.
- Repeatedly contacting staff in an unreasonable, aggressive or excessive manner.
- Making malicious, defamatory or inflammatory comments about the school, its staff, pupils or families online or through social media platforms.

RAISING CONCERNS

We recognise that from time to time parents and carers may have concerns or questions. If you have an issue relating to your child or the school, please:

1. Contact the relevant member of staff.
2. Allow the school a reasonable opportunity to investigate and respond.
3. Follow the school's Complaints Procedure if the matter remains unresolved.

Parents and carers should not attempt to resolve school-related matters directly with other children, parents or families.

COMMUNICATION WITH STAFF

We value open communication with families and encourage constructive dialogue. All communication, whether in person, by telephone, email, letter or online, should remain respectful. The school reserves the right to restrict communication methods or access to the site where behaviour becomes unacceptable, unreasonable or abusive.

Equally Important, Equally Different

USE OF SOCIAL MEDIA

Social media can be a useful way of sharing information and celebrating success. However, it should never be used to:

- Air grievances or complaints about the school.
- Criticise or target individual pupils, families, staff or governors.
- Share confidential, inaccurate or misleading information.
- Post photographs or videos of children or staff without appropriate consent.

Parents and carers are expected to follow the school's Social Media Statement, which can be found on the school website

MOBILE PHONES, SMART DEVICES AND PHOTOGRAPHY

Parents and carers should use mobile phones and smart devices responsibly whilst on the school site.
To safeguard children and staff, parents should not:

- Take photographs or videos on school premises without permission.
- Record meetings or conversations without the consent of all parties involved.
- Use smart devices in a way that compromises the privacy or safety of others.

For full guidance, please refer to the school's **Mobile Phone and Smart Devices Policy** available on the school website.

ACCESS TO SCHOOL PREMISES

The school has a duty to safeguard pupils and staff. Where behaviour falls below the standards outlined in this guide, the Headteacher may:

- Ask an individual to leave the site.
- Restrict methods of communication.
- Impose conditions on access to school premises.
- Implement a formal access restriction where necessary.

Such actions will always be proportionate and in line with school policies and legal requirements.

WORKING TOGETHER

Our shared aim is to provide the very best educational experience for every child. By working together respectfully and professionally, we can ensure that Le Cateau Community Primary School remains a safe, inclusive and positive environment for all.

LINKED POLICIES AND PROCEDURES

- Mobile Phone and Smart Devices Policy
- Social Media Statement
- Complaints Procedure
- Safeguarding and Child Protection Policy
- Visitor Code of Conduct
- Health & Safety Policy

Adopted & Implemented by Full Governing Body	May 2015
Last Reviewed	6th October 2026
Next Review Date (Annual)	September 2027

Equally Important, Equally Different