

# Holy Family Catholic Primary School



## **Mission Statement:**

With Christ at our Centre, we live, love and learn together,  
reaching out to all  
'Only the best is good enough'

# Parent/Visitors Code of Conduct Policy

- including use of social media platforms

**Revised:** May 2025

**Date of next review:** July 2027

**Signed:** Mr I Leatherbarrow

**Role:** Chair of Governing Body

**Adopted by the Governing Body:** 11<sup>th</sup> June 2025

## **Introduction:**

At Holy Family Catholic Primary School, we care about the children and each other. We expect everyone including staff, children and parents to aim for excellence where only the best is good enough. We encourage all stakeholders to 'Be the BEST version of you.' We endeavour to create a happy and stimulating working environment. Holy Family has a strong 'family' ethos that permeates throughout the school. As a staff, we are very proud to work here, and we encourage all our children to give their best each and every day. We expect every parent to give the best version of themselves too and to display good conduct and be a role model to our pupils and wider community.

The purpose of this policy is to ensure a consistent and acceptable approach to parent and visitor conduct on the school premises and the use of social media, messaging apps eg. WhatsApp or any other social media platform throughout the whole school community.

We are very fortunate to have supportive and friendly parents/carers. Our families recognise that educating children is a process that involves partnership between the home and school and understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome and encourage parents/guardians/visitors to participate fully in the life of our school.

## **Expectations:**

We believe it's 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 school community. This includes staff (through the staff code of conduct) and parents and pupils (through the parent and pupil code of conduct, Home School Agreement and behaviour policy).

This policy aims to help the school work together with parents by setting guidelines on appropriate behaviour.

## **Code of Conduct:**

The school expects pupils, parents, carers and other visitors to:

- Respect the ethos, vision and values of our school.
- Work together with staff in the best interests of ALL of our pupils.
- 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.
- Support the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community;
- Work together with teachers for the benefit of children. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution;
- Delivering and collecting pupils in an orderly manner.

In order to support a peaceful and safe school environment, the school will not tolerate:

- Disruptive behaviour which interferes with the operation of a classroom, the office area, the outside learning environment or any other part of the school grounds;
- Using loud and/or offensive language or displaying temper;
- Threatening harm or the use of physical aggression towards another adult or child, including your own.
- Abusive or threatening emails, phone or social network messages;
- Smoking and consumption of alcohol or other drugs or accessing the school site whilst intoxicated.
- Dogs being brought on to the school premises. (other than guide dogs)

If any of the above points are repeatedly persistent and do not cease we will take matters up with the police, which could result in prosecution and a fine.

### **Potential issues of conduct with Social Media:**

Most people take part in online activities and social media. It's fun, interesting and keeps us connected how we encourage all our stakeholders to **'Think before you post'**

We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, other parents or children in our school community.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

### **Parent Class Communication Groups:**

Class Communication groups such as WhatsApp groups set up by parents can be a useful and efficient way of parents communicating among themselves. The aim of using a WhatsApp group or similar is to send messages to an entire group rather than repeating a message to individuals. Parents who either set up a WhatsApp group or agree to be part of a WhatsApp group with other parents in the school, do so at their own discretion and not in conjunction with the school.

The messages in the class WhatsApp groups come from parents to parents in their personal capacity and are not linked to the school in any way. The school does not post directly on any WhatsApp parent/carer groups and will not share information in this way.

Parents should adhere to the following guidelines when using personal class WhatsApp groups:

- The group should never be used as a platform to air views/grievances regarding a teacher, child or parent in the class or school. Please direct any disgruntled parent to the school as we always have an open-door policy.
- The group should be used keeping in mind mutual respect and cultural sensitivity between all its members.
- The person who sets up the group initially (Admin) may be held responsible for any comments that may bring the school into disrepute.

Please note, the school considers the following usage of Social Media inappropriate:

- Abusive or personal comments about staff, pupils or other parents or any member of the schools community.

- Displays of anger including swearing, or using offensive language.
- Bringing the school into disrepute.
- Posting aggressive, defamatory or libelous comments about staff, pupils or other parents or any member of the schools community.
- Emails circulated or sent directly to a parent/carer or member of staff to be shared on the group.
- Using social media to publicly challenge school policies or discuss issues about individual children.
- Threatening behaviour, such as verbally intimidating staff and other parents, or using bad language.

The school takes safeguarding responsibilities seriously and will deal with any reported incidents appropriately.

### **Raising Concerns:**

If you are concerned about inappropriate comments on a class WhatsApp group, in confidence, please contact our Senior Leadership Team by emailing the school office at [holyfamilyhalewood@knowsley.gov.uk](mailto:holyfamilyhalewood@knowsley.gov.uk).

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

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

- Send a warning letter to the parent or the class group in general.
- Invite the parent into school to meet with a senior member of staff or Headteacher.
- Contact the appropriate authorities (in cases of criminal behaviour).
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libelous or slanderous).
- Ban the parent from the school site.

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher. We trust that parents/guardians and visitors will assist our school with the implementation of this policy and would ask that if you have a concern or worry, that you meet with school to discuss further where applicable.