



Parent/Carer Conduct Policy

All the activities in St Mary's School are carried out in the Christian spirit and promote the school values of Faith, Family and Future – Building a positive future for all as part of God's loving family. St Mary's is a UNICEF Rights Respecting School and its Whole School Charter is based on the school values and the UN convention of the rights of the child. St Mary's School prides itself in providing equal opportunities for all members of its family regardless of disability, religion, sexual orientation, culture, gender, ethnic origin, colour or age.

St Mary's Primary School is committed to maintaining a safe, respectful and collaborative environment for pupils, staff, parents and visitors. Positive relationships between home and school are central to our values and vital in ensuring children's wellbeing and learning.

This Parent/Carer Conduct Policy sits alongside and is fully underpinned by the school's Working Together in Partnership Agreement and Complaints Policy. Nothing in this policy prevents a parent from raising legitimate concerns or pursuing complaints through the school's Complaints Policy.

Its purpose is to set out clear expectations of behaviour for all parents, carers and visitors, and to outline the steps the school may take if conduct becomes unacceptable, unreasonable or disruptive. For the purposes of this policy, the term parent will include parents, carers and visitors.

If a parent has concerns relating to the conduct of another parent, they can raise it directly with a member of staff and they will pass the concern on to a member of the senior leadership team. This can be in person, by phone (01617570222) via ClassDojo or via the office email office@stmarysdavy.co.uk. Please do not attempt to deal with issues yourself as this can often escalate a sensitive situation.

Our policy is founded on the following principles:

- Respect, consideration and courtesy in all communication and interactions.
- Safety and wellbeing of pupils, staff and parents.
- Fairness, openness and professionalism in handling concerns.
- Collaborative and solution-focused partnerships between home and school.
- Proportionate and transparent responses to behaviour which undermines these values.

Expectations of Parents, Carers and Visitors

We expect all adults engaging with the school to:

Communication and Interaction

- Speak politely, calmly and respectfully to all staff.
- Avoid aggressive, intimidating, threatening or abusive language or behaviour.
- Use appropriate channels for concerns, following the school's Complaints Procedure.
- Allow staff reasonable time to investigate and respond to issues.

Use of School Premises

- Behave in a way that does not disturb learning or school routines.
- Comply with safeguarding procedures, including signing in when required.
- Follow instructions from staff relating to safety, access, or conduct.

Use of Communication Channels

- Use ClassDojo, email, phone and in-person contact responsibly and in moderation and respect that staff cannot always reply during the school day and will not be checking messages routinely between 6pm and 8am.
- Avoid excessive and repetitive, communication with staff.
- Refrain from posting defamatory, misleading or aggressive comments about the school or individuals on social media (including WhatsApp and Facebook)

Support for Staff and Pupils

- Respect staff workload, working hours, and professional expertise.
- Support the school's efforts to maintain a positive and inclusive ethos.
- Model the behaviour and values we expect pupils to follow.

Unacceptable Conduct

Unacceptable conduct includes, but is not limited to:

Aggressive or Abusive Behaviour

- Shouting, swearing, insulting or threatening children, staff or other parents.
- Physical intimidation, inappropriate gestures, or any form of violence.
- Threatening behaviour, whether verbal, physical or written.

Disruptive or Inappropriate Communication

- Excessive ClassDojo messages, emails, calls or visits that place unreasonable demands on staff.
- Repeatedly raising issues after they have been fully addressed.
- Demanding immediate responses or unrealistic solutions.
- Persistently changing the focus of a complaint or refusing to accept evidence.

Should parents persist in behaviours which breach this policy, Trafford Legal Services will be contacted for advice on what action the school should take.

This policy was adopted by: St Mary's C.E. Primary School, Davyhulme.	Date: September 2026
To be reviewed	September 2029