

St. Michael Catholic Primary and Nursery School

Parents, Carers And Visitors Behaviour Policy



"I came so that you may have life, life in all its fullness" John 10:10

St Michael Catholic Primary School and Nursery is a Catholic family of faith following the teachings of Christ. We strive to create an environment where all members of our school community respect the values of: Church, Independence, Resilience, Caring, Learning and Enjoyment for all. Belief in these values will nurture all as individuals and instil in them the confidence to meet their full potential, providing them with the best grounding for their future place in an ever-changing world.

Policy Date	September 2026
Signed by Head Teacher	Mrs N Collins
Review Date	September 2027

Policy Statement

At St Michael Catholic Primary and Nursery School, we are fortunate to have a supportive and caring parent and school community.

We believe that educating children is most effective when parents, carers, staff, governors, parish representatives and the wider community work together in partnership. Positive relationships based on trust, mutual respect and open communication help us create a safe, supportive and successful learning environment for all children.

This policy sets out the expectations for behaviour and conduct of parents, carers and visitors whilst on school premises, communicating with members of the school community or engaging with the school in person or online.

Purpose

The purpose of this policy is to:

- Promote positive relationships between home and school.
 - Maintain a respectful and safe environment for pupils, staff and visitors.
 - Encourage constructive communication.
 - Protect members of the school community from abuse, intimidation or harassment.
 - Promote the Catholic values and ethos of the school.
 - Ensure concerns are addressed appropriately and professionally.
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Expected Conduct

We expect all parents, carers and visitors to:

- Respect the Catholic ethos, values and mission of the school.
- Treat all members of the school community with courtesy, dignity and respect.
- Work in partnership with the school to support children's education, wellbeing and behaviour.
- Follow school procedures when raising concerns or complaints.

- Support the school's Behaviour Policy and expectations.
 - Recognise that school staff are committed to supporting children and families and deserve to be treated professionally.
 - Encourage children to respect school rules and expectations.
 - Communicate calmly and respectfully, even when disagreements arise.
 - Park responsibly and respectfully within the local community.
 - Follow health and safety procedures whilst on school grounds.
 - Respect that St Michael Catholic Primary and Nursery School is a nut-free school.
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Communication with School

We encourage parents and carers to raise concerns promptly so that issues can be resolved effectively.

Parents and carers should:

- Speak to the class teacher in the first instance where appropriate.
- Follow the school's complaints procedures if concerns remain unresolved.
- Allow staff sufficient time to investigate concerns fairly.
- Communicate respectfully and constructively.

We are committed to listening to concerns and working positively with families to support the best outcomes for children.

Unacceptable Behaviour

The school will not tolerate behaviour that compromises the safety, wellbeing or dignity of any member of the school community.

Examples of unacceptable behaviour include:

- Shouting at, insulting or verbally abusing staff, pupils, parents or visitors.
- Using offensive, abusive, threatening or intimidating language.

- Swearing or aggressive behaviour.
- Physical aggression or threats of violence.
- Deliberately disrupting the operation of the school.
- Damaging school property.
- Harassing or intimidating staff or other members of the school community.
- Approaching, reprimanding or disciplining another person's child.
- Behaviour that causes another person to feel unsafe.
- Discriminatory language or behaviour related to race, religion, disability, sex, sexual orientation, gender identity or any protected characteristic.
- Bringing alcohol, illegal substances or weapons onto school premises.
- Attending school whilst under the influence of alcohol or drugs.
- Smoking or vaping on school premises.
- Bringing dogs onto the school site unless they are assistance dogs.
- Allowing children to use school equipment without supervision.

Any behaviour that places the safety or wellbeing of pupils, staff or visitors at risk will be treated seriously.

Online Conduct and Social Media

The same standards of behaviour expected in person also apply online.

Parents, carers and visitors are expected to:

- Communicate respectfully through email, messaging services and online platforms.
- Raise concerns directly with the school rather than through social media.
- Respect confidentiality when discussing school-related matters.
- Support positive and respectful online behaviour.

The school will not tolerate:

- Abusive social media posts.
- Defamatory comments about staff, pupils or families.
- Harassment or intimidation through online means.
- Sharing confidential or sensitive information.
- Online behaviour that damages relationships within the school community.

The school recognises that parent WhatsApp groups and other messaging platforms are often used by families. Parents and carers are reminded that concerns regarding individual pupils, members of staff or school matters should be raised directly with the school and not discussed in online forums. Any behaviour which undermines the wellbeing, reputation or safety of members of the school community may be addressed under this policy.

Photographs, Videos and Images

Parents and carers may occasionally take photographs or videos during school performances and events for personal family use.

Parents and carers should:

- Respect guidance provided by school staff.
- Avoid photographing or filming children changing.
- Respect the privacy of other families.
- Avoid publishing images of other children on social media without appropriate consent.

The school reserves the right to restrict photography or filming where safeguarding concerns exist.

Safeguarding

Safeguarding is everyone's responsibility.

All adults on school premises are expected to:

- Promote the safety and welfare of children.
- Follow school safeguarding procedures.

- Respect decisions made in the best interests of children.
- Report any safeguarding concerns appropriately.

Any behaviour which compromises the safety or welfare of children will be treated as a safeguarding concern and may be referred to external agencies where appropriate.

Responding to Unacceptable Behaviour

Where behaviour falls below the standards expected by the school, a range of actions may be taken depending on the seriousness of the incident.

These may include:

- Verbal reminders.
- Written warnings.
- Meetings with senior leaders.
- Restricted communication arrangements.
- Requests to leave the school site.
- Withdrawal of permission to enter the school site.
- Referral to the Local Authority.
- Police involvement where appropriate.

The school reserves the right to take any necessary and proportionate action to protect pupils, staff and visitors.

Withdrawal of Permission to Enter the School Site

School premises are private property.

In circumstances where behaviour is deemed unacceptable, the Headteacher may withdraw permission for an individual to enter the school site.

This decision will be:

- Proportionate.

- Reasonable.
- Based on the circumstances of the incident.
- Made in the interests of safeguarding and safety.

Individuals will be informed in writing where access arrangements have been altered.

Equality, Diversity and Inclusion

St Michael Catholic Primary and Nursery School is committed to creating an inclusive, welcoming and respectful environment.

All members of the school community should be treated fairly and with dignity regardless of:

- Age
- Disability
- Race
- Religion or belief
- Sex
- Sexual orientation
- Gender reassignment
- Pregnancy or maternity
- Marriage or civil partnership

Discrimination, harassment or prejudice of any kind will not be tolerated.

Roles and Responsibilities

Headteacher

The Headteacher is responsible for:

- Implementing this policy.
- Responding to serious incidents.

- Investigating complaints relating to unacceptable behaviour.
- Determining appropriate actions where required.

Governors

Governors will:

- Support the school in maintaining a safe environment.
- Monitor the effectiveness of this policy.
- Hear appeals where appropriate.

Parents, Carers and Visitors

Parents, carers and visitors are expected to:

- Follow this policy.
 - Respect members of the school community.
 - Support positive relationships.
 - Engage constructively with the school.
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Monitoring and Review

The implementation of this policy will be monitored by the Headteacher, Senior Leadership Team and Governing Body.

This policy will be reviewed annually or sooner if changes to legislation, guidance or school practice require revision.

Linked Policies

- Behaviour Policy
- Child Protection and Safeguarding Policy
- Complaints Policy
- Online Safety Policy

- Equality Policy
 - Health and Safety Policy
 - Visitor Policy
 - Staff Code of Conduct
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Appendix 1: Warning Letter

(DATE)

Important letter from the Chair of Governors

Dear,

Re: Your conduct

I refer your telephone conversation on (date) when Mrs Collins contacted you regarding an incident involving your (child name)

I have considered the account of the conversation in which you were very verbally aggressive and intimidating. I am satisfied that your behaviour falls short of the standard of conduct expected. This school takes a 'zero tolerance' approach to these behaviours and we endeavour to ensure the safety, protection and welfare of staff at all times.

We expect parents to remain courteous and any threatening behaviour, including verbal aggression, is totally unacceptable. As a result, should you wish to or be required to discuss any matter with a member of staff you will be required to email the office to make an appointment and a member of the Governing Body will be present at that discussion.

I must therefore warn you that if you are involved in a similar incident on the telephone or in person, you will leave me with no alternative other than to bar you from coming onto the school site without my written permission, in accordance with section 547 of the Education Act 1996. I do hope that this will not be necessary and that I can rely on your cooperation in this matter.

We are committed to building positive and responsive relationships with parents, based on our school values, to ensure the best possible outcomes for children and we hope that you will work with us on this matter to achieve that aim. Yours sincerely

Chair of Governors

Appendix 2: Withdrawal of Permission Letter

Dear

Re: NOTICE OF WITHDRAWAL OF PERMISSION TO ENTER A SCHOOL SITE

I am writing to you following an incident that took place on I understand that you were abusive to pupils at the school gates.

The safety and welfare of all pupils is of paramount importance to the school and the Council and your behaviour during this incident was wholly unacceptable.

I am, therefore, writing to inform you that you no longer have permission to enter the school, or its grounds, without the permission of the headteacher, until further notice. If you do, and cause a nuisance or disturbance, then the Police will be called to remove you.

Yours sincerely,

Mrs Collins

Head Teacher

Appendix 3: Prohibition from School Site Letter

Dear (Name)

In view of what happened when you came into school and *(brief details of incident)*, I am prohibiting you from entering the school site until further notice.

The only exception to this prohibition will be on those occasions when you are specifically invited by me to come into school to discuss your child's progress.

If you wish to communicate with the school on any matter, you must do so by telephone or writing.

If you do not abide by this prohibition, I will refer to the Local Authority, with a view to criminal and/or civil legal proceedings being commenced against you, if necessary, without further notice to yourself, although I hope this will not be necessary.

I regret taking this action, but your recent behaviour has left me no alternative.

Yours sincerely,

Headteacher

Chair of Governors

Through strong partnerships built on respect, trust, kindness and communication, St Michael Catholic Primary and Nursery School seeks to create a safe, welcoming and supportive environment where every child can learn, flourish and experience life in all its fullness.