



Parent/Carer Visitor Code of Conduct

At St Augustine's CE High School, it is very important for us that all members of the school community experience being included and cared for so they can experience life in all its fullness. As such it is important that the whole school community has a full understanding of what bullying is and that when it is reported they will be supported through the steps taken to deal with it. All aspects of student behaviour and conduct should support each individual to achieve their best and fulfil their potential, academically, socially and spiritually. Through this, we can create a community which enables all to be safe and grow in kindness and respect

Approved by:	Governing Body	Date: January 2026
Last reviewed on:	January 2024	
Next review due by:	January 2028	



Introduction

We are very fortunate to have a committed and supportive school community where staff, governors and parent/carers recognise that the education and wellbeing of our children and young people is a partnership between all of us. Accordingly, we welcome the full participation of our parent/carers in the life of the school. We endeavour to grow and maintain positive relationships with parent/carers, family members and visitors. We are committed to resolving difficulties in a constructive calm manner through open, positive communication.

Our school values and ethos require that all members of our school community can expect to be treated with kindness, integrity and respect. St. Augustine's Church of England High School also has a duty of care to its employee and volunteer colleagues to protect them from behaviour which is discourteous, intimidating, abusive, aggressive or threatening.

Purpose and Scope

The purpose of this policy is to provide a reminder to all parents/carers and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

We require parent/carers and visitors to:

- Respect the inclusive, caring values and ethos of the school
- Understand that the values and ethos of the school encompass relationships with staff and volunteers
- Demonstrate that all members of the school community are to be treated with respect and dignity
- Respect, and cooperate with, the school's policies, processes and procedures
- Recognise that school staff are endeavouring to act in the best interests of the child/ren involved in any concerns or events
- Approach the school in a proportionate and measured way to resolve any issues of specific concern
- Recognise that school staff have many competing duties during a typical day which may mean that they are not immediately available, for example, staff should not be expected to respond to a query within an unrealistic time-frame e.g. staff may not be able to respond on the same day
- Understand that requests for meetings without appointment or for an unspecified reason cannot be accommodated and allow time for staff to look into and respond to a query/issue rather than seeking a meeting in the first instance
- Respond calmly when any incident is reported by a child or young person and contact us to clarify what has happened, so that issues can be resolved swiftly and positively. In the first instance this should always be the student's current year group pastoral team (PYC or DoL)
- Use our Complaints policy appropriately to raise concerns and complaints that are unable to be resolved via the standard processes described above.

We are obliged to secure a safe and calm school environment, and to support the well-being of all members of our school community.



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We cannot accept, and will not tolerate, any of the following behaviours towards any child or adult:

- Disruptive behaviour which interferes with, or threatens to interfere with, the normal business of the school
- Violence or the threat of violence
- Shouting or raising of the voice
- Speaking in an aggressive or threatening tone
- Abusive or aggressive communications
- Physical intimidation e.g. standing close, blocking exit
- Physical contact
- Swearing
- Spitting
- Language or actions which breach our commitment to Equality and Diversity, for example, racist, sexist, LGBTQ-phobic behaviours
- Behaviour which causes staff or volunteers to feel uncomfortable or bullied
- Threats of non-violent action designed to intimidate staff or volunteers
- Accusatory language or behaviour aimed at minimising or undermining reasonable requests to cease any abusive behaviour (e.g. claims of discrimination, disrespect or contempt as a consequence of being asked to discontinue such behaviours by our staff)
- Defamatory, offensive or derogatory comments (direct or implied) about any member of the school community, including unfounded and/or blanket comments about the professional competency or motivation of staff or volunteers
- Damaging of school property
- Approaching someone else's child in order to chastise them because of their actions towards their own child
- Smoking, vaping or consuming drugs or alcohol whilst on school property
- Bringing animals onto school premises (other than assistance dogs)

The above applies to personal interaction and also all telephone, email, text, letter or social media communications

Unacceptable behaviour may result in:

- A letter from the school requesting that the behaviour ceases
- An invitation to attend a meeting to discuss and address the behaviour
- Restrictions on the school's response to communications (any restrictions will be detailed in a letter to the parent/s or visitor concerned)
- A ban on entering school premises (usually for a limited period in the first instance)
- Complaints/communications being deemed vexatious
- Information being passed to the police
- Police being called to remove people from the premises
- The school taking legal or local authority advice



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