



St Ambrose College

Parent Code of Conduct Policy

Reviewed / Approved	To be reviewed
June 2025	March 2030



Linked Policies:

Behaviour Policy
Home school agreement
Safeguarding Policy
Complaints Policy

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1. Purpose and scope

At St Ambrose College, we believe it's important to:

- Work in partnership with parents to support their son's academic, pastoral & spiritual development in order to equip them to 'make a positive impact in the modern world'
- Create a welcoming, safe, respectful and inclusive environment for students, staff and parents
- Model appropriate behaviour for our students at all times
- Reflect the mission of Blessed Edmund Rice in our relationships with each other

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and students (through our behaviour & discipline policy).

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

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

This policy applies to:

- Current parents – those with children currently enrolled at the school.
- Prospective parents – individuals applying or appealing for a place at the school.
- Former parents – individuals whose children previously attended the school.

2. Our expectations of parents and carers

We expect parents and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our students

- Treat all members of the school community with respect & courtesy, setting a good example with communication and behaviour
- Support and trust the professional judgements of staff including in matters relating to behaviour, remembering that the high expectations we set and expect are a key reason for parents choosing to send their son(s) here
- Seek a peaceful & reasonable 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 (see staff list with roles and responsibilities on the school website)
- Refrain from communicating in a manner that could be construed as emotive, unreasonable, inappropriate, aggressive/threatening and/or unprofessional
- Respond candidly to surveys/consultations as a way of engaging with and shaping school policies
- Communicate in a professional, courteous and timely manner and always be mindful of staff wellbeing. At St Ambrose College we allow parents to email staff directly and we know that this is valued and appreciated. However, allowing this approach is a privilege and can only continue where courtesy is shown. This applies to when communication is sent (i.e. in usual working hours) the tone of it. Staff are expected to respond to emails within 2 working days in most cases.
- Recognise that the staff at St. Ambrose College serve over 1,000 families, and as such, expectations should be set in proportion to the staff's capacity.

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper or shouting at members of staff, students or other parents
- Harassing or threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event) or being under the influence of alcohol or drugs when on the school premises
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)
- Inappropriate written or verbal communication, particularly where the tone is aggressive/threatening or unreasonably demanding. This includes communication that is excessively frequent

- Vexatious correspondence and/or allegations
- Communicating in a manner that uses accusatory language or tone

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, 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:

- Informally remind the parent(s) concerned about the college's expectations
- Send a warning letter to the parent
- Invite the parent(s) in to school to meet with a senior member of staff or the Principal
- Contact the appropriate authorities (in cases of criminal behaviour or issues relating to safeguarding)
- Seek advice from the college's legal/HR support regarding further action (in cases of conduct that may be libellous or slanderous)
- Introduce bespoke communications protocols e.g. revoking the privilege of being able to email staff directly
- 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 Principal.

The Principal will consult the Chair of Governors before banning a parent from the school site.