



Holy Cross Catholic  
Multi Academy Company

*Achieving together in faith*

**Holy Cross Catholic Multi Academy Company**

**Parent, Carer and Visitor**

**Code of Conduct**

**2025 - 2028**

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## 1. Introduction

At Holy Cross Catholic Multi Academy Company (MAC) we are very fortunate to have a supportive and friendly parents and carers. Our parents and carers recognise that educating children is a process that involves partnership between parents and carers, governors, class teachers and the school and parish community. As a partnership, our parents and carers will understand the importance of a good working relationship to equip pupils with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this document 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 and respect.

## 2. Holy Cross Catholic Multi Academy Company (MAC) Mission and Aims

Holy Cross Catholic MAC Schools share a common Mission whereby:

Our school communities are united as the family of God to provide an outstanding Catholic education for all our pupils. With Christ at the centre of all we do, we will inspire every child to be the best person they can be by developing their God given gifts and talents.

Our Mission is supported by the following aims:

**High aspirations** for all

**Outstanding education** - creating an ethos of collective responsibility, through which the MAC will promote achievement and improve pupil performance

**Living out Gospel values** instilling a *Catholic ethos* in all our schools, with reconciliation and peace at the heart of all we do

**Young people** – developing our young people to be resilient and to make positive contributions to their parishes and our diverse and ever-changing communities

**Community** - strengthening and nurturing the Catholic life of our schools

**Realising talent** - developing pupils, staff and all other members of our academy for the benefit of the *Holy Cross* community and society generally

**Optimising resources** - realising best value by sharing assets, gaining economies of scale and making the most of what we have

**Standards** - maintaining the highest quality of Catholic education by ensuring accountability at all levels

**Service to God** - serving others in our school and local communities and in national and international communities in need.

Our schools are also bound together by our motto: *Achieving together in faith*

### **3. Purpose and scope**

At Holy Cross Catholic MAC, we believe it's important for all of our schools to:

- Work in partnership with parents and carers to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff, parents and carers
- 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 community. This includes Directors and Governors (through their respective Catholic Education Service Codes of Conduct, staff (through the staff Code of Conduct) and pupils (through school Behaviour policies).

This Code of Conduct aims to help the school work together with parents, carers and visitors by setting guidelines on appropriate behaviour.

We use the term 'parents and carers' to refer to:

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

### **4. Our expectations of parents, carers and visitors**

We expect parents, carers and other visitors to:

- Respect the Catholic ethos, vision and values of our schools
- Upholding the principles of equal opportunities
- Work together with school staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- 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

### **5. Behaviour that will not be tolerated** (any type of communication – face to face, written or telephone communication including email and social media)

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive or discriminatory language
- Displaying a temper, or shouting at members of staff, pupils or other parents

- 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
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than assistance dogs)

## **6. Breaching the code of conduct**

If a MAC 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:

- Send a warning letter to the parent
- Invite the parent in to school to meet with a senior member of staff or the 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 libellous or slanderous)
- Limit the methods or routes by which the school/parent carer communicate
- Ban the parent from the school site
- Any ban will be reviewed on a regular basis

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 in consultation with the MAC's Senior Executive Leader (SEL).

The headteacher will also consult the chair of governors before banning a parent from the school site.



## **Code of Conduct for Parents, Carers and Visitors**

**Holy Cross Catholic Multi Academy Company (MAC) welcomes visitors to all of our schools.**

In order to ensure that school remains a safe place for pupils, staff and other members of our school community we ask all visitors to conduct themselves appropriately at all times while on the school site.

Visitors must comply with school arrangements at all times and must report immediately to the school reception on arrival.

Where visitors are dropping off and/or collecting children from their teaching class they must adhere to the school's arrangements.

In the interests of the health and safety of all school users, dogs (with the exception of assistance dogs), smoking and bikes are NOT permitted on the school site.

Any out of school hours/visitors to the school site using the out of hours facilities/school sports facilities/other to be specified MUST comply with the terms of usage as set out in the schools booking letter.

**The school will not tolerate any behavior of an abusive, threatening or aggressive nature against any member of the school community.**

**Where such behaviour does occur steps may be taken to have the person(s) removed from the school site, either temporarily or permanently, and in some cases the person(s) may be prosecuted.** (Holy Cross Catholic Multi Academy Company Code of Conduct for Parents, Carers and Visitors).



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## Model Letters

### Initial warning letter from the headteacher

Dear [parent name],

I've received a report about your conduct on [time and date].

[Summary of incident, include location, its effect on staff, pupils and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent code of conduct. [Please find a copy attached to this letter.]

If the incident is more serious, add:

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, pupils and parents are entitled to a safe, respectful and inclusive environment, and that parents are as responsible for creating this environment as school staff.

Continue with:

Further breaches of the code of conduct may result in a ban from the school premises.

If you want to invite the parent in for a meeting, add:

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office on [phone number] to book an appointment.

Yours sincerely

Headteacher



## Model letter banning a parent from the school site

Dear [parent name],

I am writing to inform you that, after consultation with the chair of governors, I am banning you from the school site until [date].

You can also choose to ban a parent permanently. In that case, amend the sentence above.

Despite previous correspondence and conversations about your conduct, there have been further breaches of our parent code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely

Headteacher