



Our Lady of Lourdes Catholic Primary School

Parental Conduct Policy

July 2026



PARENTAL CONDUCT POLICY

1. RATIONALE

We believe all stakeholders are entitled to a safe and protective environment. It is essential that all adults work together in a professional and respectful manner. Behaviour that will cause harassment, alarm or distress to any users of the school premises is contrary to the aims and ethos of the school and will not be tolerated.

2. AIMS

- That all members of the school community treat each other with respect.
- That all stakeholders maintain a professional relationship towards one another.
- That all stakeholders are held accountable for their behaviours /actions.
- That all stakeholders communicate in the appropriate way.

3. EXPECTATION

- That all adults, including parents and carers set a good example to children at all times, showing them how to get along with all members of the school and the wider community.
- That no stakeholders are the victims of abusive behaviour or open to threats from other adults either on the school premises, on the telephone or via other means of contact.
- Physical attacks, threatening behaviour, abusive or insulting language (verbal or written), to any stakeholder or other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises.

4. RESPONSIBILITIES

- It is the responsibility of all stakeholders to observe and adhere to this policy.
- It is the responsibility of the Head Teacher and Governors to monitor and review this policy.
- It is the responsibility of any persons who are subject to harassment or abuse to report the incident using the correct policy and procedures.
- It is the responsibility of parents and carers to ensure they maintain a professional and respectful relationship with all stakeholders of the school.

5. COMMUNICATING WITH THE SCHOOL

5a. Contact Information

There are many ways in which parents and carers can make contact with all key stakeholders. Appropriate forms of contact are as follows:

- Polite/respectful telephone call to our reception team on 01273 306980

- Polite/respectful email to our admin team on admin@lourdes.brighton-hove.sch.uk
- Polite/respectful email to the admin team to the Head on admin@lourdes.brighton-hove.sch.uk
- Polite/respectful email to our governors on jodiespeight@lourdes.brighton-hove.sch.uk
- Polite/respectful letter to the admin team to the Head via post to Our Lady of Lourdes Primary School, The Green, Rottingdean, BN2 7HA

5b. Making an appointment

To meet with any stakeholder you must make an appointment in advance by using the above contact information.

- No members of staff or governors will adhere to any demands or threats.
- No persons are authorised to enter the school site without an appointment.
- All visitors must sign in upon arrival to an appointment.

6. INAPPROPRIATE BEHAVIOUR / CONDUCT

On occasion, there may be a situation in which you feel unsatisfied with the service provided by OLOL. Should such an event arise, communication must be made with staff using the appropriate forms of contact listed in section 5a.

(For any serious complaints, please refer to the [Our Lady of Lourdes Complaints policy](https://www.cncs.co.uk/statutoryinformationandpolicies) <https://www.cncs.co.uk/statutoryinformationandpolicies>).

Behaviours which are considered serious and unacceptable and will not be tolerated towards any member of the school community are as follows (this is not an exhaustive list):

- Turning up on school site unannounced
- Making demands (e.g. for an immediate appointment with a member of staff)
- Shouting (either in person or over the telephone)
- Unauthorised interaction with students
- Inappropriate posting on social networking
- Speaking in what is experienced as an aggressive/threatening tone (either in person or over the telephone)
- Physically intimidating behaviour (e.g. standing in personal space, forcibly gaining access to restricted areas of the premises)
- The use of aggressive hand gestures/exaggerated movements
- Physical threats of harm
- Rude or derogatory comments

- Shaking or holding a fist towards another person
- Shaking or pointing finger towards another person
- Swearing (including hand gestures)
- Any physical contact/assault (shoving, poking, hitting, slapping, punching or kicking)
- Any physical damage to private property (throwing chairs, kicking doors or walls)
- Spitting
- Racist, sexist, homophobic, ageist or any other discriminatory comments.

Unacceptable behaviour may result in the police being informed. The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse.

Covert recordings

- Unless explicitly agreed in writing, the school does not consent to parents making audio or video recordings of any member of staff, governor or school volunteer, including during in-person meetings, remote/virtual meetings or telephone conversations. Making covert recordings without the consent of members of staff is regarded as a breach of the relationship of mutual trust and confidence between the parent and the school.
- If a parent is found to be recording a discussion, all members of staff have the right to terminate the meeting or telephone call on Discovery.
- A parent that records a member of staff, governors or school volunteer without consent may be issued with a restricted communication plan (see below).
- If a parent is found to have recorded any audio or video footage on the school site without consent of any individual, this may result in the parent being immediately banned from School (see below) and the involvement of external agencies.

Reports of improper conduct from any adult should be reported to the school. Any incidents which are considered to be inappropriate/harassing will be recorded and investigated by the senior leadership team.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

7. SANCTIONS

In case of abuse or any inappropriate conduct the Head reserves the right to apply any of the below sanctions:

- Written warning
- Telephone ban
- Email ban
- Ban from entering the school premises
- Ban from contacting particular persons
- These sanctions can be applied at any time, in any order by judgement of the Head
- If harassment persists the school reserves the right to contact the police.