



Parent/Guardian Code of Conduct Policy

The Kooralbyn International School

Parent/Guardian Code of Conduct Policy

PURPOSE OF THE POLICY

The aim of this Code of Conduct is to outline the standards of behaviour expected of all parents, guardians, carers and family members of currently enrolled students at The Kooralbyn International School.

This Code of Conduct does not attempt to provide a detailed and exhaustive list of what to do in every aspect of parental dealings with the wider school community. Instead, it sets out general expectations of the standards of behaviour required.

Scope

The Parent/Guardian Code of Conduct Policy applies to parents, guardians, carers and family members of currently enrolled students at The Kooralbyn International School.

Responsibility

Principal

Point of Contact

Principal

POLICY

The Code of Conduct places an obligation on all parents to take responsibility for their conduct and to work with members of the wider school community cooperatively to achieve a consultative and collaborative environment.

This Code of Conduct is intended to guide parents in their dealings with staff, other parents, students and the wider school community. It also specifies the school's position with regard to unacceptable behaviours that breach our culture of respect.

Parents act as one of the most influential role models in their child's life. The Kooralbyn International School therefore seek your support in promoting and upholding the core value of the school.

A culture of respectful relationships

Among students, staff and parents TKIS strives to develop the following:

- A respect for the innate dignity and worth of every person
- An ability to understand the situation of others
- A cooperative attitude in working with others
- Open, positive and honest communication
- The ability to work respectfully with others
- Responsible actions

In promoting and upholding this culture, the school expects that parents will:

- Support the school in its efforts to maintain a positive teaching and learning environment
- Understand the importance of healthy parent/teacher/student relationships and strive to build these relationships
- Adhere to the school's policies
- Treat staff, other parents and members of the wider school community with respect and courtesy

Raising concerns and resolving conflict

(Refer also to the School's Complaints Policy)

If raising concerns on behalf of your child, or making a complaint about the school's practices or treatment of your child, we expect that you will:

- Refrain from approaching another child to discuss or chastise them because of actions towards your child. Refer the matter to your child's teacher, student services or the Principal for follow-up and investigation by the school
- ***Please note: No Parent/Carer is permitted to directly approach another person's child.**
- Listen to your child, but remember that a different perspective may exist elsewhere and that there are two sides to every story
- Observe the school's stated procedures for raising and resolving a grievance/complaint
- Follow specified protocol for communication with staff members, including making appointments at a mutually convenient time and communicating your concerns in a constructive manner

Making a complaint

The Kooralbyn International School welcomes suggestions and comments from parents and takes seriously complaints and concerns that may be raised. This leaflet will show you how to use our complaints system.

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.

We wish to ensure that:

- Parents wishing to make a complaint know how to do so;
- We respond to complaints within a reasonable time and in a courteous and efficient way;
- Parents realise that we listen and take complaints seriously; and
- We take action where appropriate.

How should I complain?

When you contact the school, ask to speak to the appropriate member of staff, if you are unsure you may ask to speak to the Deputy Principal and they will either take your complaint or concern or direct you to the appropriate member of staff. Be as clear as possible about what is troubling you.

Members of staff will be happy to help. It may be best to start with the person most closely concerned with the issue – for example, to raise Boarding House matters with the Boarding Housemaster or Housemistress, sports concerns with the Head of Physical Education. They may be able to sort things out quickly, with the minimum of fuss. However, you may prefer to take the matter to a more senior member of staff, for example the Principal.

“I don’t want to complain as such, but there is something bothering me”

The school is here for you and your child, and we want to hear your views and your ideas. Contact a member of staff, as described above.

“I am not sure whether to complain or not”

If as parents you have concerns, you are entitled to raise them. If in doubt, you should contact the school, as we are here to help.

“What will happen next?”

If you raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction. If further action is required a written version of your concerns will be required.

If you have made a complaint or suggestion in writing, we will contact you within five working days, to respond to your concerns and explain how we propose to proceed.

In many circumstances, the person you contact will need to discuss the matter with a colleague and consider it further before responding. You will be given a date by which time you will receive a response. If a detailed exploration of the issue is needed, a letter or report will be sent to you as quickly as possible. This will tell you of the outcome of your complaint. It will explain the conclusion, the reasons for it, and any action taken or proposed.

“What happens about confidentiality?”

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Principal and those directly involved. The Chairman of the School Board may also need to be informed. It is the school’s policy that complaints made by parents should not rebound adversely on their children.

We cannot entirely rule out the need to make third parties outside the school aware of the complaint and possibly also the identity of those involved. This would only be likely to happen where, for example, a child’s safety is at risk or it becomes necessary to refer matters to the Police. You would be fully informed.

While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints might not be pursued.

Action, which needed to be taken under staff disciplinary procedures as a result of complaints, would be handled confidentially within the school.

“What if I am not satisfied with the outcome?”

We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered.

If you are not satisfied, the Principal will offer to refer the matter to the Chairman of the School Board. Alternatively, you may wish to write direct to the Chairman. The Chairman will call for a full report from the Principal, and will examine matters thoroughly before responding. This may result in a positive solution, but if it does not, the Chairman will invite you to a meeting. You may wish to be supported by a friend, but legal representation would not be appropriate at this stage.

The school recognises and acknowledges your entitlement to complain and we hope to work with you in the best interests of the children and young people in our care.

Respect for people and the school

Rude or insulting behaviour, including verbal and non-verbal aggression, abusive, threatening, intimidating or derogatory language and physical abuse or intimidation towards the school, its employees, contractors, students and parents is unacceptable. You must not use information and communication technologies, such as email, mobile phones, text or instant messaging, blogs, social media sites and other websites to engage in this type of behaviour.

Malicious gossip, derogatory or negative comments will not be tolerated within the school community. Please strive to keep all interactions positive.

It is illegal to smoke within 5 meters of school grounds or at school events such as presentation night. It is also against school policy for parents, guardians, carers and family members to enter school grounds or attend any school event in a state of intoxication.

You must not discriminate against, or harass for any unlawful reason, or bully for any reason any employee, contractor, student or parent. Your obligations in this regard, including the list of unlawful reasons, are set out in the School's [***Anti-Discrimination and Workplace Bullying Policy***]. Unlawful harassment or discrimination may constitute an offence under state or federal discrimination legislation.

Family Law

Except in exceptional circumstance outlined below, the school does not become involved in Family Court matters.

It is the policy of The Kooralbyn International School to provide information about a child and access to the child to those people whom the school believes are the natural parents of the child and to others as authorised by the person who enrolls the child.

If the enrolling party directs some other course, the directed course will be followed by the school, under the school's contractual obligations to the enrolling party. If there is a disagreement between the enrolling party and others who believe they have the right of access to information about or access to the child, it is the responsibility of those parties to reach agreement independently from the school, either through consultation or court action. The school will not become involved as the arbiter in disputes of this kind.

In the event that a court order is in place on a dispute between parent's presents on school grounds the police will be called and the matter dealt with by them.

Exceptional Circumstances

The policy is subject to 3 qualifications:

- Where a court orders otherwise and the order binds the school
- Where it is reasonably foreseeable that the safety of the child could be jeopardised
- Where the child objects and the school believes it is in the best interests of the child to heed the objection.

Staff Safety and Wellbeing

The school places high value and priority on maintaining a safe and respectful working environment for our staff. We regard certain behaviors as harmful and unacceptable insofar as they compromise the safety and professional wellbeing of our staff.

These behaviors include, but are not limited to:

- Shouting or swearing, either in person or on the telephone
- Physical or verbal intimidation
- Aggressive hand gestures
- Writing rude, defamatory, aggressive or abusive comments to/about a staff member (emails/social media)
- Racist or sexist comments
- Damage or violation of possessions/property.

When a parent behaves in such unacceptable ways, the principal or a senior staff member will seek to resolve the situation and repair relationships through discussion and/or mediation. Where a parent's behavior is deemed likely to cause ongoing harm, distress or danger to the staff member and others, we may exercise our legal right to impose a temporary or permanent ban from the parent entering the school premises. In an extreme act of violence that causes physical harm to the staff member and his/her property, the matter may be reported to the police for investigation.

POLICY RELEASE DETAILS

Date of Policy

February 2018

Approved by Board

Date June 2018

Review Date

Annually

RELATED POLICIES AND DOCUMENTS

Complaints Policy

Grievance Policy

Anti-Discrimination Policy

Workplace Bullying Policy

Family Law Policy