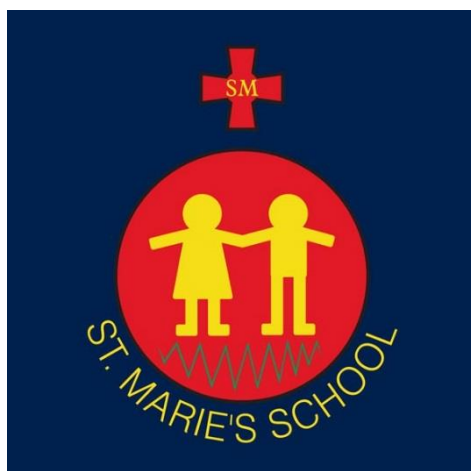


**Code of Conduct  
For Parents/Carers and Visitors to School**



*'Each child has a divine beginning and an eternal destiny. We help him/her on that journey.'*

**St Marie's Mission Statement**

St Marie's Academy recognises its responsibilities for child protection and the need for procedures to ensure that the welfare of the child is paramount. We believe that everyone is unique and of equal value. We believe that all children without exception have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality or beliefs. No child or group of children will be treated any less favorably than others in being able to access services which meet their needs.

**Reviewed – April 2018  
Next Review – April 2021**

## PARENT, CARER AND VISITOR CODE OF CONDUCT

At St Marie's School we are very fortunate to have supportive and friendly parents. Our parents recognise that educating children is a process that involves partnership between home and school and understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome and encourage parents/carers and visitors to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parents/carers and visitors to our school about expected conduct so that we can work together to ensure a safe and positive school environment for our children.

### **RESPECT AND CONCERN FOR OTHERS AND THEIR RIGHTS**

This guidance supports implementation of the Home-School Agreement. We expect parents and carers to show respect and concern for others by:

- Supporting the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community;
- Working together with teachers for the benefit of children. This includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution;
- Supporting your child/ren in all educational endeavours by giving praise and showing interest in school activities
- Helping your child/ren to discover that it is more the process that is experienced, rather than the end product, that makes it all worthwhile
- Modeling resilience – encourage healthy problem solving
- Helping your child/ren to understand that 'giving of your very best' is what matters rather than always comparing yourself against the capabilities or achievements of others
- Listening to your child/ren, but remember that a different version of the event may be interpreted by others
- Understanding the importance of a healthy parent/teacher/child relationship and communicate any concerns to your school in a constructive and appropriate manner
- Demonstrating that both parents and teachers work together for the benefit of the child/ren
- Adhering to the school's policies and endeavour to support them in the home
- Supporting the school in its efforts to maintain a positive teaching and learning environment
- Discouraging gossip and hearsay by communicating with the school and always model good manners for your child
- Maintaining a positive and co-operative attitude and interact positively with other parents and members of the school community
- Encouraging community building with other parents in your year level and across the school
- Reinforcing the school's policy on Behaviour;
- Respecting the learning environment appropriately (both in school and off site),

- Parking with consideration and respect for others when delivering and collecting children from school.

In order to support a peaceful and safe school environment, the school does not tolerate:

- Disruptive behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds;
- Using loud and/or offensive language or displaying temper;
- Threatening harm or the use of physical aggression towards another adult or child. This includes approaching someone else’s child in order to discuss or chastise them and physical punishment against your own child on school premises.(Some actions may constitute an assault with legal consequences.);
- Damaging or destroying school property;
- Abusive, threatening, malicious or inflammatory emails, phone or social network messages;
- Smoking and consumption of alcohol or other drugs or accessing the school site whilst intoxicated;

The above behaviours on school premises will be reported to the appropriate authorities and Governors may prohibit an offending adult from entering the school grounds to safeguard our school community.

**Parent/Guardian/Caregiver Rights:**

- To be treated with respect and courtesy by staff, students and other parents
- To be listened to, and clearly communicated with by the school, in regard to your child’s education and development
- To have confidentiality over sensitive issues respected by staff
- To be treated in a caring and polite manner
- To have a timely response to concerns raised
- To be treated with professionalism by all staff members.

**Parent/Guardian/Caregiver Responsibilities:**

- Value and champion your school and its reputation. Be mindful of the hurt and damage social media may cause to staff members and other parents
- Under no circumstances approach another child whilst in the care of the school to address, discuss or chastise them because of actions towards your own child/ren
- Respect the rights of staff members and other individuals
- Respect the reputation of teachers and be mindful of communications especially social media; e.g. tone of emails
- Follow the correct procedures to resolve a grievance or conflict
- Respect teachers’ preparation time before school and make an appointment for long discussions at a mutually convenient time. If you wish to speak to a teacher, please do not expect a meeting before school unless pre-arranged
- To protect our children do not discuss any grievances or perceived failings in front them regarding the school
- On excursions or helping in class, parents must follow the instructions and directions of the teacher. A parent may remind students of the rules but at no time issue consequences and should refer the student to the teacher if the behaviour continues

- As valued members of the school community attend and participate appropriately in school liturgies or special events including sports events, academic and cultural events.

**Grievance Process for Parents, Guardians and Carers**

We want to work in partnership with our families. If a parent/guardian/caregiver has a current complaint, criticism or concern, it is expected the following steps be followed in the first instance:

1. Parents/carers will be given an opportunity to discuss their concern with the appropriate member of staff who will clarify the nature of the concern and reassure them that the school wants to hear about it. The member of staff may explain to the parents/carers how the situation arose. It may be helpful to identify at this point what sort of outcome the parent/carer is looking for.
2. The member of staff will need to respond appropriately, taking into account the seriousness of the complaint. In many cases the appropriate member of staff can resolve the matter immediately.
3. If the member of staff first contacted cannot deal immediately with the matter, they will make a clear note of the date, the name, and contact address or telephone number of the complainant. The Head Teacher/Head of School will be given a copy.
4. The member of staff dealing with the concern or complaint will make sure that the parent/carer is clear what action (if any) or monitoring of the situation has been agreed, putting this in writing if this seems the best way of making things clear.
5. Where no satisfactory solution has been found within 10 school working days, parents/carers should be given clear information, both orally and in writing, about how to proceed with their complaint and about any independent advice available to them. Parents/carers should be given a copy of the school complaints procedures.

We trust that parents, carers and visitors will fully support this Code of Conduct.