PARENT, GUARDIAN AND CARER CODE OF CONDUCT

St Agatha's Primary School, Cranbourne

INTRODUCTION

At St Agatha's (School), we are committed to nurturing respectful relationships and active partnerships with you as parents/guardians/carers. We believe that your child's learning journeys are enriched through positive and reciprocal home and school relationships.

As parents/guardians/carers, you act as one of the most influential role models in your child's life. We therefore seek your support in promoting and upholding the core values of the school community and its culture of respectful relationships.

This Code of Conduct is intended to guide you in your dealings with staff, other parents/ guardians/carers, students and the wider school community. It articulates the School's key expectations of both staff and parents/guardians/carers with regard to respectful relationships and behaviours. It also specifies the School's position with regard to unacceptable behaviours that breach our culture of respect.

This Code of Conduct is to be read in conjunction with the polices, as varied or replaced from time to time outlined and available from the School and Diocese of Sale Catholic Education Limited (DOSCEL) website and School Parent Portals including:

- *Complaints and Grievances Management Policy and Procedure*
- *Suspension, Negotiated Transfer and Expulsion Policy and Procedure*
- *Enrolment Agreement*

OUR CULTURE OF RESPECTFUL RELATIONSHIPS

Among students, staff and parents/guardians/carers we strive 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 other people
- trusting relationships
- responsible actions.

In promoting and upholding this culture, we expect that parents, guardians and carers will:

- support the School's Catholic ethos, traditions and practices
- support the School in its efforts to maintain a positive teaching and learning environment
- understand the importance of healthy parent/guardian/carer / teacher / child relationships and strive to build these relationships
- adhere to the School and DOSCEL policies, as outlined on the School and/or DOSCEL websites
- treat staff and other parents/guardians/carers with respect and courtesy.

In promoting and upholding this culture, we expect that staff will:

- communicate with you regularly regarding your child's learning, development and wellbeing
- provide opportunities for involvement in your child's learning
- maintain confidentiality over sensitive issues
- relate with and respond to you in a respectful and professional manner
- ensure a timely response to any concerns raised by you.

RAISING CONCERNS AND RESOLVING CONFLICT

In raising concerns on behalf of your child, or making a complaint about the School's practices or treatment of your child, **the School expects that you will**:

- listen to your child, but remember that a different 'reality' may exist elsewhere
- 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 and positive manner
- refrain from approaching another child while in the care of the School to discuss or chastise them because of actions towards your child. Refer the matter directly to your child's teacher for follow-up and investigation by the School.

In responding to your concerns or a complaint, **the School expects that staff will**:

- observe confidentiality and a respect for sensitive issues
- ensure your views and opinions are heard and understood
- communicate and respond in ways that are constructive, fair and respectful
- ensure a timely response to your concerns/complaint

- strive for resolutions and outcomes that are satisfactory to all parties.

If you are not satisfied with the manner in which a complaint has been treated by the School, please refer to the *Complaint and Grievances Management Policy and Procedure*.

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 behaviours as harmful and unacceptable insofar as they compromise the safety and professional wellbeing of our staff. These behaviours 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 (including via email or social media)
- use of language which would be considered racist, sexist, homophobic or discriminatory on religious or gender grounds
- damage or violation of possessions/property.

When a parent/guardian/carer 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/guardian's/carer's behaviour is deemed likely to cause ongoing harm, distress or danger to a staff member or others, the School and/or DOSCEL may exercise our legal right as communicated within the *Enrolment Agreement* signed upon acceptance of enrolment to impose a temporary or permanent ban from the parent/guardian/carer entering the school premises. In an extreme act of violence that causes physical harm to the staff member the matter may be reported to the police for investigation and the enrolment may be terminated in accordance with the *Suspension, Negotiated Transfer and Expulsion Policy and Procedure*.