

# Code of Conduct - Parents and Carers

## Introduction

As an integral part of the school community, parents and carers are important participants in their child's education. In order to balance the rights of all parents and carers, students, teachers and staff, Glenaeon Rudolf Steiner School (the School) expects all community members to display standards of behaviour that will uphold a harmonious school culture.

At Glenaeon, all staff, students, parents, carers and visitors have a right to be treated with courtesy and dignity. They also have a right to participate in an educational environment that is safe, secure, supportive and free from bullying, harassment and discrimination.

This Code of Conduct outlines the responsibilities of parents/carers and community members to promote appropriate and positive interactions and to prevent inappropriate behaviours.

## Glenaeon Core Community Values

Parents have a shared responsibility to ensure their child upholds the School's Core Community Values and how the values 'live' in the school.

### Values

Respect:	Following teachers' instructions
Cooperation:	Working cooperatively with other students
Self-discipline:	Enabling fellow students to learn in a safe and supportive environment
Self-achievement:	Attention (on task behaviour)

## The Role of Parents and Carers

Parents and carers must act in good faith and in line with the Glenaeon Rudolf Steiner School core community values, endeavouring to:

- Support the ethos of the School;
- Work in partnership with the teachers of the school to enhance the learning outcomes and support the wellbeing and conduct of their child;
- Contribute positively to behaviour, academic and other personalised support plans that relate to their child;

- Support teaching staff in maintaining a safe, secure and respectful learning environment for all students;
- Act appropriately on the School grounds and ensure that their personal behaviour does not contribute to inappropriate conduct of others;
- Understand that threatening behaviour and harassment of staff or students is unacceptable and will not be tolerated;
- Respect and comply with reasonable requests or directions from the Head of School and other members of staff.

### **Dealing with the School**

Parents and carers are expected to deal with our teaching and non-teaching staff at all times in a way that is courteous and respectful. They must communicate with teachers in a manner which will ensure that they are able to discharge their duties efficiently and effectively.

### *Electronic and Telephone Communications*

- Emails are to be brief, objective and informative in content
- Emails and telephone calls must be respectful in tone
- Telephone calls to teaching staff must come through Reception at the relevant campus
- Teachers will respond to emails and telephone messages within 48 hours (business days)
- Parents are not to contact teachers via private mobile phones or email addresses
- Urgent messages should be conveyed by telephone to Reception at the relevant campus; urgent messages should not be sent only by email
- Personal or sensitive information about third parties must not be shared electronically
- Messages to our Facebook, Instagram and Twitter accounts are monitored by School staff and should not be used as an official channel for communicating with the School or teachers.
- Chat groups/ Private messaging platforms and social media pages that are set up by parents are not official Glenaeon channels and should not use the Glenaeon name in the title.

### *Face to Face Meetings*

- Formal Parent teacher interviews are offered each year
- Teachers also hold Class or Year Group meetings
- Most face to face communications will be part of formal Parent Teacher interviews and Class / Year Group meetings
- Other face to face meetings will be scheduled for a mutually convenient time
- A timeframe will be given when your appointment is booked; please respect the fact school staff have

many demands on their time

- Appointments will generally occur during working hours Monday – Friday and may be outside of teaching time
- The tone of all interactions is to be mutually respectful, positive and solution focused

## School Policies

Parents and carers should support their children so that they can comply with the School's policies.

Parents and carers, as members of the School community, are also expected to comply with School policies and reasonable directions, including those relating to health and safety and communications with the School.

## What happens when conflict arises?

There will be occasions when conflict may arise between students. It is vital that parents encourage their son or daughter to seek appropriate solutions themselves, which may involve discussion with their teacher or mentor. If attempts at discussion do not find satisfactory resolution, it is expected that parents will discuss their concerns with a teacher.

**Please do not directly approach another parent or student with grievances.**

## Issues, Complaints and Feedback

The School has a Complaint Handling Policy and Procedure to ensure that all grievances and complaints are dealt with by the school in the appropriate manner.

Should a parent or carer be unable to resolve an issue informally, they may lodge a formal complaint with the School. Please see the Complaint Handling Policy and Complaint Handling Procedure which are available on the school website.

## Breaches of the Code of Conduct

Parents and carers are expected to follow this Parent Code of Conduct. Serious breaches of this code, or repeated breaches of a less serious nature, which constitute a breakdown in the relationship between the family and the School, may lead to a discontinuation of the enrolment.