



Trinity Catholic School

Parent Code of Conduct

Rationale

Trinity Catholic School is committed to nurturing respectful relationships and active partnerships with parents. Trinity Catholic School students learning is enriched by positive school and home relationships.

Aims

1. As parents one of the most influential role models in their child's life, Trinity seeks their support in promoting and upholding the core values of the school community and its culture of respectful relationships.
2. This Code of Conduct Policy is intended to guide and support parents in their dealings with staff, other parents, students and the wider community. It articulates the school's key expectations of both staff and parents with regard to respectful relationships and behaviours. It also specifies the schools position with regard to unacceptable behaviours that breach our culture of respect.
3. This Code of Conduct Policy is to be read in conjunction with the school's Complaints and Grievance Policy

Implementation

A Culture of Respectful Relationships

1) Among students, staff and parents we strive to develop the following:

- (a) A respect for the innate dignity and worth of every person
- (b) An ability to understand the situation of others
- (c) A cooperative attitude in working with others
- (d) Open, positive and honest communication
- (e) The ability to work respectfully with other people
- (f) Trusting relationships
- (g) Responsible actions

2) In promoting and upholding this culture, we expect that parents will:

- (a) Support the school's Catholic ethos, traditions and practice
- (b) Support the school in its efforts to maintain a positive teaching and learning environment
- (c) Understand the importance of healthy parent/teacher/child relationships and strive to build the relationships
- (d) Adhere to the school's policies, as outlined on the school website
- (e) Treat staff and other parents with respect and courtesy

3) In promoting and upholding this culture the school will:

- (a) Communicate with parents regularly regarding your child's learning, development and wellbeing
- (b) Provide opportunities for parent involvement in their children's learning
- (c) Maintain confidentiality over sensitive issues
- (d) Relate with and respond to parents in a respectful and professional manner
- (e) Ensure a timely response to any concerns raised by parents

4) Raising Concerns and Resolving Conflict

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

- (a) Listen to your child, but remember that a different 'reality' may exist elsewhere
- (b) Observe the school's stated procedures for raising and resolving a grievance/complaint
- (c) Follow specified protocol for communication with staff members, including making appointments at a mutually convenient time and communicating your concerns in a constructive manner;
- (d) 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.

5) In responding to your concerns or a complaint, we expect that staff will:

- (a) Observe confidentiality and a respect for sensitive issues
- (b) Ensure your views and opinions are heard and understood
- (c) Communicate and respond in ways that are constructive, fair and respectful
- (d) Ensure a timely response to your concerns/complaint
- (e) Strive for resolutions and outcomes that are satisfactory to all parties

6) 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 behaviors include, but are not limited to:

- (a) Shouting or swearing, either in person or on the telephone
- (b) Physical or verbal intimidation
- (c) Aggressive hand gestures
- (d) Writing rude, defamatory, aggressive or abusive comments to/about a staff member (emails/social media)
- (e) Racist or sexist comments
- (f) 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 direct communication and/or mediation.

Where a **parent's behaviour** 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.