

## Parent Code of Conduct

### Rationale

A Parent Code of Conduct helps to maintain an environment of respect throughout Mercy Regional College. All members of the school community have a right to an environment free from Bullying & Harassment and to converse comfortably in a positive and co-operative manner.

### As a Parent and Guardian, we ask that you:

- Support your child/children in all educational endeavours by giving praise and showing interest in school activities.
- Help your child/children to understand that giving your best effort is important.
- Demonstrate that both parents and teachers work together for the benefit of the child/children.
- Understand the importance of communication between Parent/Students/Teachers and communicate any concerns in a positive manner.
- Adhere to the school's policies, as outlined on the school website.
- Work in co-operation with the school to address any unacceptable behaviour shown by your child/children.
- Support the school in its efforts to maintain a positive teaching and learning environment.
- Maintain a positive and co-operative attitude.
- Inform the School of any issues that impact on your child's wellbeing.
- Utilise the School's website/Newsletter/PAM for information & communication between school and home.

### Parent/Guardian Rights

- To be treated with respect and courtesy by other parents.
- To be treated in a polite manner.
- To be respected by staff and students.
- To have a timely response to concerns raised.
- To be treated with professionalism from all staff members.
- To be listened to and clearly communicated with, in regard to their child's education.

## **Parent Guardian Responsibilities**

- Use respectful language towards all staff and other members of the school community.
- Remain calm and polite when communicating with staff and other members of the school community.
- Be aware that events have many sides, be prepared to listen to them and seek to verify facts before stating a concern.
- Be mindful of what you say in order to respect the reputation of teachers.
- Please make an appointment at a mutually convenient time if you wish to speak to a teacher.
- Respect teachers' preparation time before or after School.
- On excursions, helping in class or on camps, parents must follow the instructions of the supervising teacher
- Make reasonable efforts to ensure that their children comply with Mercy Regional College Online Student Agreement

## **Raising Concerns and Resolving Conflict**

It is important to note that criticism regarding a staff member will only be heard if it is related to their professional conduct.

If a parent/carer has a complaint, criticism or concern about any of the school's practises or about any staff members professional conduct, it is expected the following steps be followed in the first instance:

- Make an appointment to see the Principal/Assistant Principal.
- The Principal/Assistant Principal will arrange a meeting between the two parties involved in an attempt to mediate and find resolution.

In responding to your concerns or a complaint, we expect 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.

In 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:

- 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.
- Not contacting staff members on personal mobile phones.

## **Non-Scheduled Visits to the School**

If you find it necessary to enter the school building without an appointment, all parents, carers and visitors must follow these procedures.

- Immediately report to the office.
- If it is necessary for you to pick up your child/children outside of normal morning and afternoon bell times, please sign your child/children out at the front office; and
- If it is necessary for you to drop off your child's/children's lunches, please do so at the front office.

The above "non-appointment" procedures exist to ensure the safety of all children as well as the security of the staff and school property. The duration of special school events such as attending special assemblies, or during parent/teacher interviews etc would be exempt from such procedures.

## **Use of Social Media**

Despite the range of positive uses of social media, Parents recognise that there are also a number of ethical and legal issues associated with its use, which can be directly or indirectly damaging to the School and others.

Parents must ensure they abide by the laws and the school's expectations of parents.

### **When using social media, parents must:**

- Not discuss or mention the school, its staff or any members of the school community in a negative or defamatory way.
- Be respectful to staff, service providers, volunteers, other parents, and/or students.
- Not use social media platforms as a means to voice grievances about the school.
- Make reasonable efforts to ensure that their children comply with the Mercy Regional Colleges Digital Technology Policy.
- Not post photographs of students in school uniform representing the school and its students, if they have the potential to bring negative connotations towards the school and its staff and students.
- Never disclose any confidential information of parents, staff, service providers, volunteers, and/or students to third parties without the individual's consent.
- Not make contact with students (other than their own) using any form of social media without the consent of the students' parents.
- Never post sexually inappropriate or other material that may damage the reputation of the School.

## **Evaluation**

This policy was originally formed and will be reviewed in consultation with all staff members as part of the school's three-year review cycle, or at times that the Principal forms an opinion that the school situation warrants a review.

## **References:**

Mercy Regional College: Complaints & Grievances Policy.  
 Mercy Regional College: Digital Technology Policy.  
 Mercy Regional College: Acceptable Use Agreement.  
 CECV Safe and Sound Practise Guidelines.

## **Document Control**

**Date Approved:** June 2019

**Name:** Principal – Ms Sharon Gillett

**Signature:** 

**Author:** Compliance Officer

**Person Responsible for Implementation:** Principal

**Last amended:** 27/04/2021

**Next Review Date:** 27/04/2023

**Location Checklist:**

- Staff Polices (SIMON)
- Students
- Parent Portal
- Website