



Parents Code of Conduct Policy

1. Introduction

At the Holy Cross Greek School, we are committed to providing a safe, respectful, and inclusive environment for all members of our school community, including students, staff, parents, and visitors.

We believe that a strong partnership between the school and parents is essential for the educational success and well-being of our students. This policy outlines the standards of conduct expected from parents and carers while engaging with the school community.

For the purpose of this policy, reference to 'staff' covers all employees, committee, officers, consultants, contractors, volunteers, interns, casual workers, trainees and agency workers.

2. Purpose

The purpose of this policy is to:

- Ensure a safe, welcoming, and respectful environment for everyone.
- Promote positive and effective relationships between parents and the school.
- Define acceptable standards of behaviour for parents while on school premises, during school events, and when communicating with school staff.

3. Scope

This policy applies to all parents, carers, and family members who engage with the school in any capacity. It covers interactions on school premises, during school-sponsored events, and all forms of communication with the school, including emails, phone calls, and social media.

4. Standards of behaviour

4.1 Respectful communication

- **Mutual respect:** Parents are expected to treat all members of the school community with respect and courtesy. This includes students, staff, other parents, and visitors.
- **Positive language:** Communication should be conducted in a positive, constructive manner. Abusive, threatening, or offensive language or behaviour will not be tolerated.

- **Constructive feedback:** When raising concerns or providing feedback, parents should do so in a respectful and constructive way, focusing on solutions rather than blame.

4.2 Appropriate conduct

- **Safety first:** Parents should prioritise the safety and well-being of all children by following school safety rules and procedures at all times.
- **Respecting school policies:** Parents are expected to adhere to all school policies, including those related to attendance, behaviour, and the use of technology.
- **Punctuality and attendance:** Parents should ensure their children arrive on time for school and are collected promptly at the end of the day. Punctuality and regular attendance are crucial for a child's education.
- **Social media:** Parents should use social media responsibly when discussing school matters. Negative or harmful posts about the school, staff, or students can damage the school community and are not acceptable.

4.3 Confidentiality and privacy

- **Privacy respect:** Parents should respect the privacy of students, staff, and other parents. This includes refraining from taking photos or videos of students without permission.
- **Confidential matters:** Discussions about individual students, staff, or sensitive school matters should remain confidential and not be shared publicly or on social media.

5. Unacceptable behaviour

The following behaviours are considered unacceptable and will not be tolerated:

- **Aggressive behaviour:** Any form of physical or verbal aggression, including shouting, swearing, or threatening language.
- **Bullying or harassment:** Bullying, harassment, or intimidation of any member of the school community.
- **Discrimination:** Any discriminatory remarks or actions based on race, gender, disability, sexual orientation, religion, or any other protected characteristic.
- **Damage to property:** Deliberate damage to school property or the property of others on school premises.

6. Addressing concerns

6.1 Raising concerns

- **Initial contact:** Parents with concerns should initially raise them with the appropriate member of staff, such as the class teacher or form tutor.
- **Escalation:** If the concern is not resolved, it should be escalated to a senior member of staff, such as the headteacher or deputy headteacher, following the school's complaints procedure. If it involves the headteacher, it should be referred to the Chair of the School Committee.

6.2 Formal complaints

- **Complaints procedure:** Parents who wish to make a formal complaint should follow the school's complaints policy, which is available on the school's website.
- **Confidentiality:** All complaints will be handled in a confidential manner, and the school will work to resolve issues promptly and fairly.

7. Consequences of breaching the code of conduct

7.1 Addressing misconduct

- **Informal resolution:** Minor breaches of this policy may be addressed informally by a member of staff, with an aim to resolve the issue quickly and amicably.
- **Formal action:** More serious or repeated breaches may result in formal action, including written warnings or restrictions on access to school premises.

7.2 Banning from school premises

- **Temporary or permanent ban:** In cases of severe or persistent misconduct, the school may impose a temporary or permanent ban on a parent's access to school premises.
- **Right to appeal:** Parents who are banned from school premises will be informed in writing and will have the right to appeal the decision to the School Committee

8. Supporting positive engagement

8.1 Partnership with parents

- **Open communication:** The school encourages open and transparent communication with parents. Regular updates and newsletters will be sent to keep parents informed and involved.

8.2 Encouraging feedback

- **Feedback mechanisms:** The school welcomes regularly feedback from parents through correspondence with the Headteacher and Governing Body / School Committee to improve school practices and policies.
- **School Committee:** Parents are encouraged to join the School Committee to engage more closely with the school community. If and when a PTA is formed, parents are encouraged to join to work closely with the community

9. Review and monitoring

9.1 Policy review

- **Regular review:** This policy will be reviewed annually by the governing body to ensure it remains effective and relevant.
- **Amendments:** The school reserves the right to amend this policy as necessary, and any changes will be communicated to parents.

9.2 Monitoring compliance

- **Monitoring:** The school will monitor compliance with this policy and take appropriate action where necessary to uphold the standards of conduct expected.

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