

Parent-School Relationships Code of Conduct

Introduction

At Cheshire School, we are committed to nurturing respectful relationships and active partnerships with you as parents, guardians and carers. We believe that the quality of what we are able to achieve with your child is enriched through positive and reciprocal home and school relationships.

As parents, guardians and 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 and carers, students and the wider school community. It articulates the School's key expectations of both staff and parents, guardians and 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 policies, as varied or replaced from time to time, outlined in the Parent Handbook and available from the School and *bestchance* website. The following additional policies should also be read in conjunction with this Code of Conduct:

- Child Safety and Wellbeing Policy
- Child Safety and Wellbeing Code of Conduct
- Commitment to Child Safety
- Enrolment Policy and Procedure
- Compliment, Complaints and Feedback Policy and Procedure

Our Culture of Respectful Relationships

Among students, staff and parents, guardians and carers we strive to develop the following:

- a respect for the innate dignity and worth of every person
- a commitment to the safety and wellbeing of children through compliance with the Child Safe Standards and zero tolerance by *bestchance* of any breach of such
- 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:

- be aware of and comply with applicable policies and procedures of the School and the broader *bestchance* organization, where applicable
- support the School in its efforts to maintain a safe and positive teaching and learning environment
- initiate and maintain constructive communication and relationships with school staff regarding their child's learning, wellbeing and behaviour
- notify the School of any changes at home which may affect their child's learning or behaviour

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- keep the School informed when there are adjustments to their child's medical details
- contribute positively to Individual Learning Plans and Behaviour Support Plans

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, **we expect 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 or 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, **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

If you are not satisfied with the manner in which a complaint has been treated by the School, please refer to the [Compliment, Complaints and Feedback Policy and Procedures](#).

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

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- grounds of age, religion, disability or gender
- damage or violation of possessions and/or property

When a parent, guardian or carer behaves in such unacceptable ways, the Head of School will seek to resolve the situation and repair relationships through discussion and/or mediation. Any serious complaint and/or complaint that cannot be resolved by the School requiring escalation will be referred to the Governance Team who will conduct an internal investigation in line with the Integrated Quality and Risk Framework.

Where a behaviour of a parent, guardian or carer is deemed likely to cause ongoing harm, distress or danger to a staff member or others, the School and/or *bestchance* may exercise the legal right to impose a temporary or permanent ban from the parent, guardian or carer entering into 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.