



Parent/Carer/Guardian Code of Conduct

Introduction

At Catholic Regional College Caroline Springs (CRCCS) we are committed to nurturing respectful relationships and active partnerships with parents/carers/guardians (herein referred to as parents). We believe that learning journeys of the young people whom we serve are enriched through positive and reciprocal home and school relationships.

As members of the Catholic Regional College Caroline Springs community and primary educators of their children, it is expected that parents promote and uphold the core values of the College and its culture of respectful relationships.

The scope of this Code of Conduct encompasses all communication between parents and members of CRCCS staff, students, other parents and the wider College community. It articulates key expectations of both staff and parents with regard to respectful relationships and behaviours. It also specifies the College'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 following College policies available on the College website:

- Complaints and Grievances
- Child Protection and Safety
- Bullying and Harassment
- Privacy
- Standard Collection Notice

Our Culture of Respectful Relationships

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

- a respect for the innate dignity and worth of every person
- an ability to understand and empathise with the situation of others
- a respectful and cooperative attitude in working with others
- open, positive and honest communication
- trusting relationships
- responsible actions

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

- support the College's Catholic ethos, traditions and practices
- support the College in its efforts to maintain a positive teaching and learning environment
- understand the importance of healthy parent – teacher - student

relationships and strive to build these healthy relationships

- adhere to the College's policies, as outlined on the College website
- treat staff and other parents with respect and courtesy

In promoting and upholding this culture, the College expects that staff will:

- communicate with parents regularly regarding their child's learning, development and wellbeing
- provide opportunities for parent involvement in their child's learning
- maintain confidentiality over sensitive issues
- relate with and respond to our parents in a respectful and professional manner
- ensure a timely response to any concerns raised by our parents

Raising Concerns and Resolving Conflict

(Refer also to our Grievance and Complaint Policy)

In raising concerns on behalf of your child, or making a complaint about the College's practices or treatment of your child, **the College expects that you will:**

- listen to your child, but remember that a different 'reality' may in fact exist
- observe the College'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
- refrain from approaching any student because of perceived actions towards your child. Refer any matter directly to your child's teacher for follow-up and investigation by the College

In responding to the concerns or a complaint of a parent, **the College expects that staff will:**

- observe confidentiality and a respect for sensitive issues
- ensure the parent's views and opinions are heard and understood
- communicate and respond in ways that are constructive, fair and respectful
- ensure a timely response to the concerns/complaints of parents
- strive for resolutions and outcomes that are satisfactory to all parties

Staff Safety and Wellbeing

The College prioritises the maintaining of 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 (emails/social media)
- racist or sexist comments
- damage or violation of possessions/property

When a parent behaves in unacceptable ways, the principal or a senior staff member will seek to resolve the situation and repair relationships through discussion 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 on the parent from entering the College premises. In an extreme act of violence that causes physical harm to the staff member and their property, the matter may be reported to the police for investigation.

Jamie Madigan

Principal

Date 2019