



MENTONE GIRLS'  
GRAMMAR

# Parent Code of Conduct

**Effective**

**May 2021**

**Ratified: May 2021 (Exec)**

## 1. Introduction

Mentone Girls' Grammar takes pride in the community it creates and is a place where all members of the school community feel valued.

We expect all members of the School community to be authentic, respectful, and ethical in all their dealings within the school environment and at School events. In particular, the School recognises the importance of working in partnership with parents and guardians to provide an excellent education and standard of care for our students.

This code is based upon these expectations.

## 2. Scope

The Parent Code of Conduct policy applies to all parents, guardians and carers of students at Mentone Girls' Grammar School.

## 3. Aim

The code applies to all adults including parents, guardians, and family members. This code aims to promote a safe and harmonious school environment for all members of the Mentone Girls' Grammar community. Specifically, it aims to:

- 3.1 Ensure that the rights and wellbeing of students, staff and parents are respected and upheld.
- 3.2 Explain appropriate methods for dealing with concerns and making enquiries about School matters and practices.
- 3.3 Identify inappropriate behaviours and consequences for this.

## 4. Communications

In all verbal, electronic and written communications, parents are expected to:

- 4.1 Treat all persons associated with the school with respect and courtesy.
- 4.2 Allow staff the opportunity to supervise, investigate and manage student issues, recognising that complex issues may take more time to resolve.
- 4.3 Request appointments for meetings, rather than hold an expectation that meetings can be held without prior notice or arrangement.
- 4.4 Discuss issues, concerns and complaints about the school, staff, or students through the correct channels, as described in this document.

## 5. School Expectations of Parents

All parents of students enrolled at the School are required to:

- 5.1 Read and observe the policies of the School.
- 5.2 Uphold, support, and encourage the values, activities and ethos of the School.
- 5.3 Behave in a manner that respects the health, safety and wellbeing of staff.
- 5.4 Follow school procedures governing entry and behaviour on school grounds.
- 5.5 Respect the professional judgement of the academic staff, this includes respecting decisions about classroom management, assessment and reporting, curriculum management and the awarding of prizes, awards and leadership roles.
- 5.6 Respect that the School cannot offer all subject offerings or arrange staffing based upon student and/or parent choice.
- 5.7 Refrain from activities, conduct or communication that would reasonably be seen to undermine the reputation of the School, employees or students of the School (including activities on school endorsed and personal social media such as Facebook, Instagram, What's App, etc).
- 5.8 Follow the appropriate referral mechanism if there is a concern about another student (see Page 4).
- 5.9 Respect School property and the property of staff, contractors, volunteers, and other students.
- 5.10 Not be intoxicated by alcohol or under the influence of illicit drugs or other substances harmful to health whilst visiting the School site, attending School functions or engaging in School based activities.
- 5.11 Support their daughter to comply with the Student Code of Conduct.
- 5.12 Comply with the Enrolment Agreement.
- 5.13 Notify the School when their daughter will not be attending school.
- 5.14 Request permission for their daughters to undertake an absence from school for a holiday or other co-curricular purposes from the Head of Senior School or Junior School as appropriate. Also parents must understand that their daughter will be expected to undertake any class work or assessment tasks missed during such absences-
- 5.15 Advise the School of areas of potential conflict, such as parenting and family court orders in accordance with relevant laws.
- 5.16 Not disclose the personal details of a student, parent, or teacher to another person without consent.
- 5.17 Not disclose confidential or commercially sensitive information of the School.
- 5.18 Avoid conflicts of interest between themselves and the School. Disclose Conflicts of Interest to the School within 2 business days should any conflict arise. A Conflict of Interest Declaration form is available upon request.
- 5.19 Update their daughter's medical information (especially Asthma and Anaphylaxis) on an annual basis through Operoo, and especially when medical plans are changed. Contact with the School nurse is required to complete a Medical Management Plan.
- 5.20 Respect the school mobile phone ban and not make contact with your daughter directly during school hours.

## **6. Abusive and Offensive Language**

Where parents are abusive or offensive in their communications with staff, the matter will be immediately referred to the School Principal.

Where this occurs during a telephone call and a warning to refrain from such behaviour has been advised and it continues, the staff member has the right to terminate the telephone conversation immediately and refer it to their Head of Department/Year or Senior Vice Principal.

Students are not permitted to take photos or video of themselves or other students whilst in School uniform unless directed to do so by the School.

Failure to comply with this obligation will lead to disciplinary action by the School.

## **7. Unacceptable Conduct**

At any School-related activity or event or whilst on the School premises parents, must not:

**7.1** Approach another student whilst in the care of the School to discuss or chastise them because of actions towards their own child.

**7.2** Behave in any way that causes concern or alarm to students, staff, parents, or other visitors to the School.

**7.3** Use offensive language (i.e. swearing) in the presence of students, staff or other visitors to the School.

**7.4** Threaten to or assault physically or verbally, any member of staff, school student or other parent(s) or school community.

**7.5** Interrupt learning in the school by entering classrooms or areas where learning activities are taking place

**7.6** Act in a manner that would bring disrepute to the School.

**7.7** Post photos or video recordings of another student, parent or teacher on social media without their consent.

**7.8** Take a photo or video recording of another student, parent or teacher without their consent.

## **8. Complaints And Grievances**

The School takes parental concerns seriously and aims to respond to them in a calm, confidential, fair and reasonable manner within 48 working hours.

We respect that parents may have cause for concern from time to time and have therefore provided a guide outlining the correct procedures for raising those concerns.

Parents are required to read and follow the School's Complaints Resolution Policy when submitting a grievance or complaint to the School. A copy of this policy can be obtained from the Senior Vice Principal or the Heads of Junior and Senior School or from the School's website.

Type of Concern	Appropriate Referral Mechanism
<b>Academic Progress in a Subject</b>	Directly contact the teacher concerned by email or phone.
<b>Student Wellbeing</b>	Contact your daughter's Home Group Teacher /Tutor for general issues by email or phone.  For particularly sensitive issues contact your daughter's Head of Year or Head of School by phone to make an appointment to discuss the issue.
<b>Teacher Actions</b>	For issues related to teaching practice, contact the teacher concerned in the first instance via phone or email.
<b>Behaviour of another Student</b>	If the problem is confined to a single class, then contact the teacher concerned to discuss.  For issues that go beyond a single group, contact your daughter's Head of Year in the first instance, or her Head of School.
<b>Financial</b>	Contact the Director of Business Operations

## 9. Potential Consequences

Failure to abide by this Code of Conduct and the School's Policies may constitute a breach of the enrolment agreement, at which time parents will be referred to the Principal or her delegate.

## 10. Related Policies

All Parents are expected to be familiar with the School's Policies as part of their daughter's enrolment at Mentone Girls' Grammar School. Parents are particularly expected to have read and understood the following related School policies and documents which can be found on mConnect under Parents > Parent Policies.

- Attendance Policy
- Student Code of Conduct
- Student Social Media Policy
- Student Discipline Policy
- Privacy Policy
- Child Protection Policy
- Child Protection Code of conduct
- Complaints Resolution Policy
- Parent Communication Policy
- Parent Handbook
- Uniform Policy
- Enrolment Agreement Terms and Conditions

## 11. Document Management

**Approved:** May 2021

**Next Review required:** July 2023