



MENTONE GIRLS'
GRAMMAR

Parent Code of Conduct

Effective

July 2019

I. INTRODUCTION

Mentone Girls' Grammar School takes pride in the community it creates and is a place where all members of the school community must feel safe, welcome, and enjoy a sense of belonging.

As a community, we embrace the Christian values and behaviours promoted by the School, and expect our staff to be personal, personable, and professional in their dealings with all members of our community.

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

This code is based upon these expectations.

2. AIM

The code applies to all adults including parents, guardians, stepparents, grandparents, extended family members, care givers when visiting the School, attending School activities and events on and off the campus. The term "Parents" applies to all Guardians, Stepparents, Grandparents caregivers etc as listed above.

This code aims to promote a safe and harmonious school environment for all members of the Mentone Girls' Grammar School community. Specifically, it aims to:

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

3. RELATED CODES OF CONDUCT

This Code of Conduct sits alongside existing Codes of Conduct for staff and students and has been developed to outline explicitly the School's expectations for a safe, harmonious, and effective relationship between the School and its School community.

It also identifies unacceptable behaviours and consequences for parents who breach this Code of Conduct.

4. COMMUNICATIONS

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

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

Parents are expected to read the School's policy on Parent Communication.

5. SCHOOL EXPECTATIONS OF PARENTS

All parents, guardians, stepparents, family members, and friends of students enrolled at the School are required to:

- Uphold, support, and encourage the values, activities and ethos of the School,
- Behave in a manner that does not endanger the health, safety and wellbeing of themselves or others,
- Follow school procedures governing entry and behaviour on school grounds. Parents should drop off their children at school and
- collect after school within the school's advertised operating hours, at the particular places specified by the School and outlined in the Parent Handbook.
- Not engage in theft, fraud or misuse of school resources,
- Read and understand the policies of the School,
- Respect the authority of members of staff and observe School rules as required,
- Behave with courtesy and consideration for others,
- 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 etc),
- Not to contact students (other than their own) using any form of social media without the express consent of the student's parents,
- Respect School property and the property of staff, contractors, volunteers, and other students,
- 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,
- Not engage in Cyber bullying or Cyber abuse,
- Support their daughter to comply with the Student Code of Conduct,
- Comply with the Enrolment Agreement,
- Notify the School when their daughter will not be attending school,
- Ensure that relationships with students are strictly in accordance with appropriate roles and boundaries and that favouritism, special treatments and deliberate exclusion are avoided,

- Ensure that whilst on campus or attending school activities and events, physical contact with students is appropriate given the age of and relationship with the student such that questions of impropriety do not arise,
- Advise the School of areas of potential conflict, such as parenting and family court orders in accordance with relevant laws,
- Not disclose the personal details of a student, parent, or teacher to another person without consent,
- Not disclose confidential or commercially sensitive information of the School,
- Avoid conflicts of interest between themselves and the School. Disclose Conflicts of Interest to the School within 2 business days should any conflict arise,
- Attend School provided training for parents where reasonably possible,
- Update their daughter's medical information (especially Asthma and Anaphylaxis) on an annual basis. Contact with the School nurse is required to complete a Medical Management Plan.

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:

- Approach another student whilst in the care of the School to discuss or chastise them because of actions towards their own child.
- Behave in any way that causes concern or alarm to students, staff, parents, or other visitors to the School.
- Use offensive language (i.e. swearing) in the presence of students, staff or other visitors to the School.
- Threaten to or assault physically or verbally, any member of staff, school student or other parent(s) or school community
- members at the School or during school activities.
- Interrupt learning in the school by entering classrooms or areas where learning activities are taking place without permission.
- Act in a manner that would bring disrepute to the School.

- Smoke on the School Grounds or at School events,
- Post photos or video recordings of another student, parent or teacher on social media without their consent.
- 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, fair and reasonable manner that respects the sensitivities of all parties as well as the need for confidentiality.

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 Head of Schools or from the School's website.

Type of Concern	Appropriate Referral Mechanism
Academic Progress in a Subject	Directly contact the teacher concerned by email or phone to make an appointment to discuss this.
Student Wellbeing	Contact your daughter's Home Group Teacher /Tutor for general issues by email or phone to make an appointment to discuss this. 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.
Teacher Actions	For issues related to teaching practice, contact the teacher concerned in the first instance to make an appointment. Should the issue be more sensitive than this, contact the relevant Head of Year or Head of School for an appointment
Behaviour of another Student	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.
School Policy or Practice	Contact the School Principal
Financial	Contact the Director of Business Operations

9. POTENTIAL CONSEQUENCES

Failure to abide by this Code of Conduct and the School's Policies may result in one or more of the following responses from the Principal or her delegate:

- Parents/ Guardians may be asked to leave the school grounds immediately.
- Contact may be made with appropriate authorities, e.g. the police, if the person refuses to leave.
- Parents/ Guardians may be excluded from the School premises.
- Parents/ Guardians may be requested to meet with the Principal to discuss potential discontinuation of enrolment of their daughter at
- the school in the light of the behaviour.

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:

- Student Code of Conduct
- Student Social Media Policy
- Student Discipline Policy
- Separated Parents/ Guardians Policy
- Privacy Policy
- Child Protection Policy
- Child Protection Code of conduct
- Complaints Resolution Policy
- Parent Communication Policy
- Parent Handbook
- Enrolment Agreement Terms and Conditions
- Anaphylaxis and Asthma Policies

11. DOCUMENT MANAGEMENT

Approved: SMT July 2019

Next Review required: July 2021