



LOYOLA COLLEGE

PARENT – SCHOOL RELATIONSHIPS CODE OF CONDUCT

Intended audience	Loyola College Community
Author	College Consult
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PREAMBLE

At Loyola College we are committed to nurturing respectful relationships and active partnerships with you as parents and guardians. We believe that our students' learning journeys are enriched through mutually respectful and positive home and school relationships.

As parents and guardians, you are one of the most influential role models in your child's life. We therefore seek your support in promoting and upholding the core Catholic values of our school community and its culture of respectful and positive relationships.

This Code of Conduct is intended to guide you in your dealings with staff, other parents, students and the wider school community. It outlines the College's key expectations of both staff and parents/guardians 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 schools:

- Protocol & Guidelines for Parents in Expressing Concerns/Complaints about College Related Matters

OUR CULTURE OF RESPECTFUL RELATIONSHIPS

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

- a respect for the innate dignity and worth of every person
- 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 others
- trusting relationships
- accountable and responsible actions

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

- support the school's Catholic ethos, traditions and practices
- support the school in its efforts to maintain a positive teaching and learning environment
- understand the importance of healthy parent/teacher/child relationships and strive to build the relationships
- adhere to the school's policies, as outlined on the school website
- interact with staff and other parents or guardians in a courteous and respectful manner

- acknowledge and respond to staff communication
- comply with any legal requirements relating to their family circumstances or other school community members

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 appropriate levels of 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, keeping in mind other competing time factors

RAISING CONCERNS AND RESOLVING CONFLICT

(Refer also to our Protocol & Guidelines for Parents in Expressing Concerns/Complaints about College Related Matters)

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 parents and guardians 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/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 or contacting 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 Mentor Teacher or Head of House for follow-up and investigation by the school
- respect the right of the school to independently investigate all matters.

In responding to your concerns or a complaint, **we expect that staff will:**

- observe appropriate levels of 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 response to your concerns/complaint within an appropriate timeframe given competing work demands of our school environment
- strive for resolutions and outcomes that are satisfactory to all parties.

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 or about a staff member (emails/social media)
- racist or sexist comments
- damage or violation of possessions or property

In the event of any of the above behaviours the staff member reserves the right to cease the conversation. When a parent or guardian behaves in such 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 or guardian'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 from the parent or guardian entering the school premises. In an extreme act of violence that causes physical harm to the staff member and his/her property, the matter will be reported to the police for investigation.