



AL-AMEEN COLLEGE

PARENT CODE OF CONDUCT POLICY, GUIDELINES & PROCEDURES

1. PURPOSE

Al-Ameen College (formerly known as Langford Islamic College) acknowledges that the health, safety and welfare of all members of the College community is most important and everyone has the right to feel safe and respected. As parents/guardians play a crucial role in the academic, social, emotional, and physical development of their children, Al-Ameen College values parent participation. Parents/guardians are influential role models and thus, play a formative role in the development of their children's sense of justice, equity, dignity and worth of all members of the College community. A 'Parent Code of Conduct' policy and related procedures provide parents/guardians with guidelines and requirements for communication, conduct and effective development of positive relationships with staff and members of the College community. The 'Parent Code of Conduct' is underpinned by the College's values, in particular, the values of 'respect' i.e. respect for authority, policies and protocols of the College as well as 'respectful conduct'. Parents/guardians agree to be bound by the 'Parent Code of Conduct' policy and procedures when they sign the acceptance of enrolment contract with the College. Although stepparents, relatives, friends', caregivers and visitors are not a party to that agreement, the 'Parent Code of Conduct' policy and procedures set out the required and expected standards of conduct and communication for all members of the College community.

2. SCOPE

This policy applies to all members of the College community. For the purpose of this policy and related procedure, 'College community' comprises of parents, guardians, stepparents, relatives, extended family, friends, supporters, carer givers and members of the community.

3. GUIDELINES & PROCEDURES FOR COMMUNICATION & CONDUCT

Parents and members of the College community are required to follow the guidelines below and conduct themselves with respect, consideration and in the manner of a responsible citizen with regards to the following:

- **Queries & Concerns:** Parents/guardians and community members are requested to seek the required information regarding their queries and concerns on the College website and the Class/Form Teacher in the first instance and then, if required, email the College in a respectful manner with their queries or concerns. If queries or concerns are not satisfactorily addressed, parents can call the College and make an appointment with the appropriate member of management if required.
- **Complaints:** Parents/guardians have the right to raise concerns and complaints related to the education of their child or schooling matters. Parents/guardians should ensure that they raise their complaints with the appropriate person and follow the correct communication channels. Please refer to the College's Complaints Policy and Procedure available on the College website.
- **Communicating with College Staff:** Respect and dignity needs to be accorded to all staff and members of the College community. Parents/guardians are required to use respectful and acceptable written and spoken language in all communications with staff, other parents, and members of the College community. Disrespectful, insulting, harassing, aggressive or otherwise offensive language are not permitted to be used. Parents/guardians are not to engage in malicious or judgmental gossip and should ensure that anything said about others is fair and truthful. Parents must refrain from actions and behaviour that constitutes harassment, discrimination or vilification and ensure that their interactions with staff do not create unnecessary stress and anxiety.

Bullying behaviour has no place within our College community and as such, will not be tolerated. This is applicable for adult-to-adult interactions and not just for student-to-student interactions. All interactions between members of our College community must be in keeping with the values promoted by the College and College policies. Certain other behaviours will also not be tolerated. These behaviours include but are not limited to shouting or swearing in person or on the telephone, physical or verbal intimidation, aggressive hand gestures and writing rude, defamatory, aggressive or abusive comments to or about a staff member (via emails/social media).

Email is the preferred method of communication. Correspondence that is not compliant with the Code of Conduct Policy as a result of the language and expression used or the manner in which it is sent or delivered, will not be responded to. Correspondence which is viewed as 'vexatious' will also not be responded to.

- ***Making Appointments with Teachers:*** The time available for parents to meet with staff is limited and must not disrupt teaching or learning activities. When scheduling appointments or meetings, parents should be mindful of the teacher's time, communicate the reason for the appointment or meeting and allow the teacher sufficient time to prepare and respond unless there is a genuine emergency.

- ***Attending Events & Being on Campus:*** If parents are on campus, they are required to be mindful of and adhere to the following:
 - treat all school property with care;
 - respect school policies that support the safe and effective operations of the school;
 - follow the car park and parking rules and the directions of car park duty staff;
 - when attending any school event or assembly, parents are required to listen respectfully, in the same manner required of students and staff and must refrain from creating any noise or disturbance during performances or speeches by students, staff or visitors;
 - under no circumstances, parents or guardians are permitted to approach another student to discuss or chastise them whilst they are in the care of the College. Such an approach to a student may be seen to be an assault on the child and may have legal consequences;
 - direct parent-to-parent contact should be avoided when there has been an incident at the College involving their child/children. It is appropriate to approach the class teacher in the first instance to seek their intervention in bringing about an equitable and peaceful solution to the situation/issue. If the situation remains unresolved, the respective Coordinator should be approached followed by the Assistant Principal or Principal if required.
 - compliance with all safety and emergency procedures is expected. In the event of an emergency, parents/guardians and guests are to follow the

directions and instructions given by College and/or emergency services staff.

- **Use of Social Media:** All members of the College community are to be treated with respect, fairness and dignity, regardless of their race, colour, ethnicity or religion. Therefore, inappropriate and disrespectful use of social media regarding the College, its students, staff and members of the College community will not be tolerated. In order to protect the College's and the College community's reputation, problems, issues, differences of opinion, personality clashes etc. are not to be discussed or publicised on social media involving other people or by taking sides on an issue or argument. Parents are required to email the College regarding their concerns or issues. The College will attempt to resolve all concerns and issues through calm dialogue between the parties directly involved whilst respecting the dignity of each and every person.

There is also an expectation that people working within the College as 'volunteers' avoid forming opinions about students, staff or the College or sharing their opinions with the broader community.

Parents and members of the College community must not post photographs of students taken at College events on social media without the express parental consent of all students within the photograph and with the College's permission.

- **Going to Classrooms:** A parent may not interrupt or distract a teacher while classroom instruction or learning activities are taking place and therefore, parents are not encouraged to go to the classroom. Parents must report to the office upon arrival and obtain permission from the office first before making their way to the classroom. Parents are to accept the authority of the teacher and that they are in attendance on the teacher's terms. Teachers value parental involvement however, they may ask a parent to leave if required.
- **Receiving Responses to Emails/Phone Calls:** The priority for all staff is the welfare and education of all students in the College. School staff are therefore not required to respond to emails and telephone calls instantaneously. Responses are not expected outside normal working hours or during school holidays unless it is an emergency.

- ***Interacting with Other Parents:*** Parents are required to interact with other parents with full respect. Parents are requested to respect the privacy of other parents' email addresses and should not send unsolicited emails or 'spam' to other parents nor forward other parents' email addresses without their permission. The College will not give out the email address of parents without permission.
- ***Drop-Off and Pick-Up:*** Student safety is of paramount importance. Drop-off and pick-up arrangements are to be followed by both parents and students. If arrangements change throughout the course of the day, please phone reception and a message will be given to your child/children. When driving on campus, waiting in the pick-up queue or in the carpark, parents/guardians are expected to adhere to the speed limits, parking allocations and the directions of College staff directing the traffic flow.
- ***Meeting College Requirements/Standards:*** Parents are expected to support and uphold attendance, medical, conduct and uniform requirements and standards as set out in the College's guidelines, procedures, and policies. Parents are expected to communicate with the College in a timely manner to ensure that absences, medical and health updates are noted and recorded.

4. CONSEQUENCES FOR NON-COMPLIANCE

The Principal or delegate will investigate concerns raised regarding the conduct of parents/guardians and if satisfied that there is non-compliance, the following will be undertaken:

- a first and/or final warning will be issued that non-compliance of the 'Code of Conduct' has occurred and that a further non-compliance will not be tolerated;
- determine whether the non-compliance may be rectified by the parent making a private or public apology, depending on the circumstances, to an individual or group of individuals;
- determine whether the non-compliance concerned unacceptable behaviour on a visit to the school and if so, issue a trespass warning to the parent which may accelerate to a trespass notice, if the behaviour continues;
- prohibit a member of the College community from being on campus;

- direct a parent/guardian to communicate with members of staff through a nominated College representative;
- refuse to permit a student to continue at the College or withdrawing a student from the College if the partnership between the parent and the College breaks down;
- take other steps that the College, at its reasonable discretion, determines are appropriate depending on the nature of the breach in the partnership.

5. REVIEW

This procedure will be reviewed annually.

Year of Review	Reviewed By	Amendments/Review
2021	PR/ME	Revised and updated