



PARENT CODE OF CONDUCT

1 INTRODUCTION

- 1.1 Minaret College (**the College**) is an Islamic school and parents are expected to support the ethos of the College. Our College community is diverse and we work together with parents/guardians to provide a well- balanced educational setting and guide all students to become responsible citizens, keeping in mind the College motto "Faith-Knowledge-Practice".
- 1.2 Partnership between parents and the College is crucial. We value parents' engagement and contribution as we all play a key role in childrens' education.

2 EXPECTATIONS

- 2.1 It is expected that parents will:
 - a) Work in conjunction with the College, in supporting the implementation of College policies, procedures and programs, keeping in mind the College's Child Safety Policy and Child Safe Code of Conduct
 - b) Support the Islamic ethos of the College and implementation of its Statement of Faith
 - c) Support the College in its obligation to provide a safe and pleasant school environment, conducive to learning. The College has a zero tolerance policy regarding violence of any kind.
 - d) Ensure their child/children attend the College on time and provide absence notes/medical certificates when they are absent.
 - e) Fulfil all financial obligations in a timely manner, such as paying for fees, excursions, incursions and camps, or for deliberate damage caused by their children.
 - f) Promptly respond to College communication and correspondence, such as phone calls, surveys and excursion notifications.
 - g) Check the child's diary and sign it weekly and respond to class Seesaw messages.
 - h) Provide and update the College with all relevant personal information like change of address, phone numbers, employment status, etc.
 - i) Respect the privacy and other rights of all children, parents, visitors and staff and treat everyone with courtesy.
 - j) Refrain from harassment and bullying while at the College campus or whilst attending school-related functions.
 - k) Ensure their actions do not bring the College into disrepute, acting either offline or online.
 - l) Raise their concerns with relevant College staff.

Breaches of this Parent Code of Conduct by a Parent or Guardian can lead to termination of enrolment of the enrolled child.

2.2 Parents can expect that they will:

- a) Be treated fairly by College staff.
- b) Receive a written report and/or oral interview regarding their child's academic progress.
- c) Be informed about the child's wellbeing and receive timely feedback or reports.
- d) Be given the opportunity to meet with the class teacher and/or senior staff to discuss their child's progress in a courteous manner.
- e) Receive other notifications from the College, which may include SMS, app notifications, phone calls, emails, letters, invoices and surveys.
- f) Receive regular communication from the College regarding their child's learning, development and wellbeing.

3 WHEN VISITING THE COLLEGE

3.1 Parents and/or guardians must:

- a) comply with all safety policies and procedures in place at the College;
- b) comply with relevant legal obligations under the legislation and any court order;
- c) only enter a classroom with permission from a staff member;
- d) listen respectfully, in the same manner required by students and staff, when attending any kind of College prayers, assembly, presentation, class event, or public meeting;
- e) treat all parents, staff, contractors, volunteers, students, and visitors to the College with courtesy and respect; and
- f) accept the authority of the teacher (or teachers) when visiting a classroom and comply with any reasonable direction.

3.2 Parents and/or guardians must not:

- a) interrupt or disrupt a teacher whilst classroom instructions or learning activities are taking place;
- b) discipline or reprimand a child about their behaviour if that child is not their own child;
- c) bully or harass parents, staff, contractors, volunteers, students, and visitors to the College;
- d) take a photo or video recording of a child if that child is not their own child, unless the parent of the child is present at the time and consents to the photo or video recording being taken; or
- e) attend the College whilst intoxicated on drugs or alcohol.

4 WHEN MAKING A COMPLAINT

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

- a) act in a manner consistent with the Parent Code of Conduct;
- b) observe the College's stated procedures for raising and resolving a grievance/complaint;
- c) follow specified protocol for communication with staff members, including making appointments at a mutually convenient time and communicating your concerns in a constructive manner; and

- d) refrain from approaching another child while in the care of the College to discuss or chastise them because of actions towards your child. Refer the matter directly to your child's teacher for follow-up and investigation by the College.

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

- a) observe confidentiality and a respect for sensitive issues;
- b) ensure your views and opinions are heard and understood;
- c) communicate and respond in ways that are constructive, fair and respectful; and
- d) ensure a timely response to your concerns/complaint.

4.3 This section is to be read in conjunction with the College's Grievance and Complaints Policy.

5 WHEN COMMUNICATING WITH OTHER PARENTS

5.1 Parents and/or guardians must:

- a) speak to other parents with courtesy and respect;
- b) contribute to a positive and friendly culture within the College community;
- c) support and encourage the values, activities and ethos of the College; and
- d) respect the privacy of other parents.

5.2 Parents and/or guardians must not:

- a) raise their voice when speaking to other parents;
- b) deliberately exclude a parent and/or guardian or treat a parent and/or guardian differently from other parents and/or guardians;
- c) speak to other parents in a derogatory or offensive manner;
- d) take a photo or video recording of another parent without their consent;
- e) post a photo or video recording of another parent on social media without consent;
- f) post a photo or video recording of a child that is not their own on social media without obtaining consent from the child's parent or legal guardian beforehand;
- g) intimidate, undermine, threaten, bully or harass other parents; or
- h) disclose the personal details of a parent and/or guardian to another person without consent.

6 WHEN USING SOCIAL MEDIA

6.1 Parents and/or guardians recognise the potential for damage to be caused, directly or indirectly, to the College and others as a result of their personal use of social media especially in circumstances when they can be identified as a parent and/or guardian of the College.

6.2 When using social media, parents and/or guardians must:

- a) respect a person's professional and personal environment and must not harass other people online;
- b) act with integrity;
- c) make reasonable efforts to ensure that their children comply with the College's Internet Use Policy;
- d) be respectful to staff, contractors, volunteers, other parents, and/or students; and

- e) never reveal confidential information relating to the College, staff members, contractors, volunteers, other parents, and/or students at the College.
- f) Parents and/or guardians must not post on social media defamatory, offensive, sexually inappropriate, or other material that may damage the reputation of the College.

7 CONSEQUENCES OF BREACH

- 7.1 When a parent behaves in ways which breach this Code of Conduct, the Principal or their representative will seek to resolve the situation and repair relationships through discussion and/or mediation.
- 7.2 Any parent and/or guardian, student, staff member, contractor or volunteer may notify the Principal of a possible breach of the Parent Code of Conduct.
- 7.3 The Principal or their representative will investigate the complaint to determine whether there has been a breach of the Parent Code of Conduct.
- 7.4 If satisfied that a breach has occurred, the Principal or their representative may implement disciplinary action against the respondent such as a warning, direction to provide an apology, direction not to enter College grounds for a period of time, or termination of enrolment of an enrolled child.

8 RELATED POLICIES AND PROCEDURES

- 8.1 This Code of Conduct is to be read in conjunction with the College's:
 - Privacy Policy
 - Child Safety Policies
 - Student Code of Conduct
 - Grievances and Complaints Policy

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