



PARENT CODE OF CONDUCT - BUS SERVICES

1 INTRODUCTION

- 1.1 Minaret College (the College) is an Islamic school and parents are required 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 children's education.
- 1.3 At Minaret College, the safety and well-being of our students are our highest priorities. Our school bus service is an extension of the school environment, and to ensure a positive and safe experience for all students, we require parents/guardians to follow this Code of Conduct.

2 EXPECTATIONS

By registering your child in the school bus service, you agree to the following:

- 2.1 Safety First
 - a) Parents are responsible for ensuring that their child is at the designated bus stop on time. The bus will not wait for late arrivals.
 - b) Do not allow your child to approach the bus until it has come to a complete stop.
 - c) For younger students, it is advised that a responsible adult accompanies the child to and from the bus stop.
 - d) Parents should ensure that their child follows all safety rules, including wearing seat belts (where applicable) and remaining seated during the ride.
- 2.2 Positive Communication with Bus Staff
 - a) Parents should maintain respectful communication with the bus driver and school staff regarding any concerns or issues related to the bus service.
 - b) Aggressive, disrespectful, or threatening behaviour towards bus drivers, monitors, or other school staff will not be tolerated and may result in the withdrawal of bus privileges for the student
- 2.3 Punctuality and Schedule
 - a) Parents should download Rollcall app to track bus arrival. Rollcall app allows parents to track their child to and from school.

- b) Parents must ensure that their child is ready to board the bus on arrival - buses will not wait if students are not ready. Delays in boarding can affect the bus schedule for other students

2.4 Appropriate Behavior on the Bus

- a) Parents are responsible for discussing the importance of appropriate behaviour with their child, including following the bus driver's instructions, being courteous to other students, and avoiding disruptive behaviour.
- b) Inappropriate behaviour that jeopardizes the safety of other students may result in disciplinary actions, including temporary or permanent suspension from the bus service

2.5 Changes in Transportation

- a) Any changes to your child's usual transportation schedule (e.g., change of drop-off location) must be communicated in writing and with as much advance notice given as possible.
- b) Parents must notify in writing for termination of bus service and a minimum 2 weeks' notice must be provided.
- c) Unauthorized changes in bus pick-up/drop-off arrangements are not permitted.

2.6 Health and Hygiene

- a) Parents should ensure that their child is in good health before boarding the bus. If a child is visibly ill, they may be asked to stay home to avoid spreading illness to others.
- b) Students should maintain good personal hygiene to ensure a pleasant environment for all passengers.

2.7 Damage and Vandalism

- a) Parents will be held financially responsible for any intentional damage caused by their child to the bus or any bus equipment.

2.8 Emergency Situations

- a) In the event of an emergency or an unforeseen incident that affects the bus service, parents will be contacted by the school as soon as possible.
- b) Parents should ensure that the school has up-to-date contact information for timely communication during emergencies.

3 WHEN MAKING A COMPLAINT

3.1 In raising concerns on behalf of your child, or making a complaint about the bus service, 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.

3.2 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.

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

4 CONSEQUENCES OF BREACH

4.1 When a parent behaves in ways which breach this Code of Conduct, the Executive Principal or their representative will seek to resolve the situation and repair relationships through discussion and/or mediation.

4.2 The Executive Principal or their representative will investigate the complaint to determine whether there has been a breach of the Parent Code of Conduct.

4.3 If satisfied that a breach has occurred, the Executive 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.

5 RELATED POLICIES AND PROCEDURES

5.1 This Code of Conduct is to be read in conjunction with the College's:

- Privacy Policy
- Child Safety Policies
- Student Code of Conduct
- Parent Code of Conduct
- Grievances and Complaints Policy

DOCUMENT CONTROL

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