



# Marian College

## PARENT CODE OF CONDUCT



### **Context**

A fundamental belief for Catholic schools is that in Jesus, we see God's image and likeness in its human expression. Jesus' values and teachings show all people *'the way, the truth and the life'* (John 14:6). In accordance with this belief, values to be promoted include love, respect, compassion, tolerance, forgiveness, repentance, reconciliation and justice.

Pastoral care for members of the school community refers to the actions that are taken by all members to enhance the personal, social, physical, emotional, mental and spiritual wellbeing of each person. Key elements of wellbeing are positive self-regard, respect for others, positive relationships, responsible behaviours and personal resilience.

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

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

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

- Student Wellbeing Policy
- Complaints Policy
- Complaints Form

### **Values**

Marian College is a Kildare Ministries school in the Brigidine Tradition. As such, wellbeing practices are informed by our motto of *Strength and Kindness* and further articulated in our Core Values and the Marian College Vision and Mission Statements. At Marian College, approaches to wellbeing are understood through the lens of the Restorative Practices Framework. All relationships should be positive, life giving and focus on the relationship between student, school and family.

### **Code of Conduct - Commitment**

Marian College commits itself to the promotion of wellbeing, through building resilience, positive self-regard, respect for others, responsible behaviours and positive right relationships in a safe and inclusive learning community. Interactions with families should focus on achieving the best outcome for the student, while balancing the needs of the student, family and the school. These interactions should be respectful, constructive and productive.

## ***Our Culture of Respectful Relationships***

Among students, staff and parents 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 other people
- Trusting relationships
- Responsible actions

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

- Support the school's Catholic and Kildare Ministries 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 these relationships
- Adhere to the school's policies, as outlined on the school website
- Treat staff and other parents with respect and courtesy.

### ***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 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.

## ***Raising Concerns and Resolving Conflict***

***(Refer also to our Complaints Policy and Complaints Form)***

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 you will:***

- Listen to your child, but remember that a different 'experience or situation' may exist / have occurred.
- Observe the school's stated procedures for raising and resolving a grievance/complaint (Please see our Complaints Policy and Complaints Form.
- Follow specified protocol for communication with staff members, including making appointments at a mutually convenient time and communicating your concerns in a constructive manner
- Not approach another child, or their parent, to discuss or chastise them because of actions towards your child. Refer the matter directly to your child's Homeroom teacher for follow-up and investigation by the school.

### **In responding to your concerns or a complaint,**

#### ***We expect that staff will:***

- Observe 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 timely response to your concerns/complaint
- 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 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/about a staff member (emails/social media)
- Racist, sexist or homophobic comments
- Damage or violation of possessions/property.
- Threats of violence or harm

When a parent behaves in such unacceptable ways, the Principal or a School Leadership Team member will seek to resolve the situation and repair relationships through discussion and/or mediation.

Where a parent'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 entering the school premises and making contact with staff members.

Acts of violence that causes harm to a staff member and his/her property may be reported to the police for investigation and may also affect your child's ongoing enrolment at the College.

### ***Implications***

#### ***At Marian College, we will:***

- Build relationships with families that are honest, respectful and are based on open communication.
- Develop strong links between the family, school and community as we develop in each individual self-respect, self-discipline, responsibility and respect.
- Identify any reason for frustration and anger so that this can be addressed and the conversation can move forward.
- Endeavour to make contact with families on the day an issue with their child occurs, especially in relation to bullying and harassment, personal safety or injury. This communication will be ongoing as necessary until the issue at hand has been adequately managed.
- Ideally respond to parent contact with staff, by phone or email, within 24-48 hours of the contact.

- Have conversations, either by phone or face-to-face, that are respectful, robust, co-operative, constructive and dynamic. These conversations should conclude on a positive note and with a set of actions for moving forward. When conversations become inappropriate the staff member has the capacity to end the conversation and reconvene the discussion at a later time when it will be reasonable, respectful and constructive for all parties involved.
- Act in accordance with both our Child Safeguarding and Occupational Health and Safety Policies.

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Authorship: Compliance and Human Resource Officer

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Responsibility for Implementation of Review: Compliance and Human Resource Officer