

MUTUAL RESPECT POLICY – PARENTS/GUARDIANS CODE OF CONDUCT

1. INTRODUCTION

The happiness and success of our school for pupils, staff and parents is firmly based on a strong relationship between home and school firmly supported by the ethos of mutual respect. All our families, students and staff at The Junior and Senior School (TJSS) are entitled to a safe and happy school environment. This is in the best interests of the students, their guardians and our staff members.

Parents/Guardians are expected to be treated respectfully and in a professional manner by the staff of the school, as all school staff is expected to treat respectfully and in a professional manner all parents/guardians, while all members of the TJSS community are expected to adhere to the TJSS policies and procedures. Parents/guardians and staff interactions should not create unnecessary stress and anxiety. To ensure this, the following Mutual Respect Policy and Parents/Guardians Code of Conduct will govern parents/guardians' relationship and interactions with the school staff and students throughout the school. TJSS aims at all times to maintain harmonious relationships across the school community and the purpose of this policy is to delineate the framework within which any issue arising can be resolved in a calm and professional manner.

2. TELEPHONE, EMAIL COMMUNICATION AND SOCIAL MEDIA

- The priority for school staff is the welfare and education of all students in the school. School staff are therefore not required to respond to emails and telephone calls instantaneously. Responses are not expected outside normal working hours nor during school holidays unless it is an emergency.
- Threats, aggression or violence towards staff on school premises, via the telephone, through e-mail by parents/guardians or any other members of the community will not be tolerated.
- Direct parent/parent contact should be avoided when there has been an incident at the school involving their child/children and the matter referred to staff.
- Correspondence that is in breach of this Policy and Code of Conduct will not be responded to. The Headteacher or Principal will investigate the complaint and if it is deemed as being in breach of the Mutual Respect Policy Code of Conduct a first and/or final warning will be issued. The Board of Governors is the appeal body and any decisions made will be final and binding.
- Use of TJSS in social media needs to adhere to our Social Media Guidelines all members of TJSS community are expected to refrain from using social media to instigate negativity or criticism of individual staff employees, other parents/guardians, students, school services, programmes or activities.
- Courteous and appropriate written and spoken language in all communication amongst all members of the school community is expected; no profane, insulting, harassing, aggressive or otherwise offensive language will be tolerated.

3. ON SCHOOL GROUNDS

There may be times when it is felt the actions of a member of the school community have violated the rights of a child. Under no circumstances is a parent or guardian to approach another child, whilst they are in the care of our school, to discuss or scold them because of their actions. Such an approach to the child may be seen to be an assault on the child and may have legal consequences.

Whilst on school grounds parents/guardians are asked to adhere to the following:

- Treat all school property with care
- Comply to all safety and emergency procedures and school policies that support the safe and effective operations of the school and its community
- Pay particular attention to the parking rules
- Sign the Visitors' Register located at the reception upon entering and leaving TJSS premises

When attending any kind of school assembly or public meeting, parents/guardians are to demonstrate the respectful conduct required of students and staff and will refrain from creating any noise or disturbance during performances or speeches by students, staff or visitors

Parents/guardians may not interrupt or distract teachers and the learning process while classroom instruction or learning activities are underway

When visiting TJSS grounds, parents/guardians accept the authority of teachers and that they are in attendance on teachers' terms within and outside classrooms. Teachers value parental involvement and assistance, but they may ask a parent to leave for any reason, such as:

- Parental assistance not being required
- Parents/guardians not being in control of their emotions
- Parental presence being disturbing or distracting to a student or teacher
- Parents/guardians being in possession of, or under the influence of, or provide others with, alcohol or illegal drugs.
- Perceived physical threat. Any object (whether as a weapon or otherwise) used to threaten or intimidate another person is prohibited.
- Any parent/guardian or TJSS community member who invites a relative, friend, support, carer or other person to be present at any official school activity held by or for the benefit of the school and its students must at all times be responsible for that person and ensure they act at all times in a manner consistent with this Policy and Code of Conduct.

4. BULLYING AND DISCRIMINATION

Bullying has no place within our community and as such will not be tolerated. Any instance of bullying must quickly be brought to the attention of school staff through email.

TJSS aims to ensure that everyone within the school community is treated with respect, fairness and dignity and at the same time all members of the community are expected to treat each other with respect regardless of their race, place of origin, colour, religion, gender, sexual orientation, age or disability.

5. STEPS TO RESOLVING DIFFICULTIES

Parents/guardians and all TJSS members are asked to follow the Complaints Policy (see separate document)

The first step to resolving a difficulty is to approach a teacher to raise a concern. If the situation remains unresolved or the solution provided is not seen as equitable or satisfactory an approach should be made to the middle or senior leadership of the school. TJSS teachers or form tutors are line managed by with HoYs (Heads of Years) or HoDs (Heads of Departments) who report to Assistant Head Teachers or Deputy Headteachers, Head Teachers and ultimately the Principal, who reports to the Board of Governors.

Please bear in mind that the time available for parents to meet with staff is limited and must not disrupt teaching and learning. Parents/guardians should ask for a mutually convenient time to meet in person or online or have a telephone conversation, communicate the reason for the meeting and allowing staff members time to prepare, unless there is a genuine emergency.

6. OTHER OPPORTUNITIES TO RAISE ISSUES AND SHARE CONCERNS

TJSS sincerely values the importance of excellent relationships and aims to continue to promote this through various opportunities. The school holds regular information meetings, events and forums, where parents/guardians are invited to attend and obtain more information about TJSS academic and pastoral programmes, initiatives and activities and to share any questions or concerns they may have.

If a parent/guardian has a particular issue with a member of staff or concerns about another child, or has a grievance of any kind towards TJSS, an appointment with a member of the Senior Leadership Team is advisable rather than approaching the person with whom they have an issue.

Parents/guardians are expected not to insist on seeing a member of staff whilst they are on teaching or other duties, being responsible for many other students. At all times it is preferable to make an appointment. All teachers and teaching assistants have as a main duty to be in classrooms or supervise students and therefore speaking to parents/guardians within the teaching day without prior arrangements is extremely difficult (the start or the end of the school is also difficult for lengthy meetings or consultations).

Staff members can be contacted via email or through TJSS reception and are expected to reply to such requests for a meeting within 24 hours. Parents should refrain from contacting staff members on their private mobile phones or expect a response from them after school hours or at weekends, unless otherwise agreed.

7. DEALING WITH BREACHES OF THE POLICY AND CODE OF CONDUCT

Staff have been trained to take the following steps if the Mutual Respect Policy and Code of Conduct is violated and whenever a situation becomes unpleasant:

- If a parent/guardian is shouting on the telephone or is being threatening they will be politely asked not to do so. If this continues then staff members are instructed to politely inform the parent/guardian that it would be better to resume the conversation at a later time or date when both parties have had the opportunity to become calmer and reflect on the situation. Ultimately, a member of staff may end the call but with a clear communication that a

subsequent meeting will be arranged to continue the discussion in an effort to try to resolve the issue at hand.

- If a parent/guardian is shouting or being threatening in person and specifically in front of other students or parents/guardians, a member of staff will politely ask them not to do so. If this continues then staff members are instructed to politely inform the parent/guardian that it would be better to resume the conversation at a later time or date when both parties have had the opportunity to become calmer and reflect on the situation. Ultimately a member of staff may walk away from the situation having clearly communicated that a subsequent meeting will be arranged at a later date to continue the discussion and try and resolve the matter.
- When a parent/guardian does not comply then a member of the Senior Leadership Team will intervene.
- If a parent/guardian refuses to leave a classroom or school area where students can witness such inappropriate behaviour, staff members are expected to move students to another area away from the incident.

In any instance of a violation of the Mutual Respect Policy and Code of Conduct staff members are expected to inform Senior Leaders of the incident and all instances will be logged and reported to the Board of Governors on a termly basis.

Any parent, member of school staff or student may notify the Principal or Headteacher of a possible breach of the Parents/Guardians Code of Conduct, as well as write to the Board of Governors if needed.

In cases of serious breaches of the policy and code of conduct the school reserves the right to bar the parents from contacting a particular member of staff or from accessing the school site temporarily or permanently.

8. DISCLAIMER

Nothing in this Policy precludes any person from exercising their individual legal rights in respect of reporting assault, bringing action for defamation or in any other way. This policy will apply to any decisions made by the Board of Governors, Principal and Headteacher under this Code of Conduct and decisions may be appealed using the school's procedures for complaints and resolution.



All rights reserved. All content (content, text, trademarks, photos, graphics, files, designs, arrangements etc.) on this document of The Junior and Senior School are protected by copyright and other protective laws.