



# **GREEK LANGUAGE & CULTURE INSTITUTE OF EVANGELISMOS**

## **PARENT AND COMMUNITY CODE OF CONDUCT POLICY**

*March 2024 (Annual policy review dates are listed in the table at the end of this document.)*

## **Parent and Community Code of Conduct Policy**

The GLCI community is made up of people whose aim is to see that a safe and stimulating environment exists for its students to become well-rounded, contributing citizens of the world. Every member of the GLCI community has a responsibility to demonstrate support and loyalty to the school.

Parents are valuable contributors in the GLCI community and the school Board and its Principal and staff aim to work in partnership with parents to foster the care and growth of each student. Therefore, the GLCI will not tolerate bullying and violence of any kind.

This Parent and Community Code of Conduct Policy outlines the expectations that the school has regarding how parents and community members, including volunteers, conduct themselves when visiting the school site, participating in school activities and interacting/communicating with members of the GLCI community (including students, staff and other parents).

This policy assumes that all parents and carers, extended family members, and friends of students enrolled at the GLCI will support and encourage the values and activities, as well as the Greek Orthodox traditions promoted by the school.

### **Definitions**

**Complaint:** An expression of dissatisfaction with GLCI policies, procedures, decisions, omissions, quality of service, staff or student behaviour.

**Dispute:** A conflicting view regarding right/s, claim or allegations; a demand from one complainant and considered contrary by another.

**Employees:** Will make every effort to promptly resolve enquiries, concerns and complaints preferably at the local level, where appropriate, in accordance with the principles of procedural fairness.

**Parents:** Stands for parents and carers, extended family members, and friends of students enrolled at the GLCI.

**Procedural Fairness:** A process that demonstrates procedural fairness is one in which:

- decision makers act fairly and provide reasons for decisions;
- the person affected is given a fair hearing;

- all parties to a matter have an opportunity to put their case where an adverse decision or finding is made; and
- all relevant arguments are considered, and irrelevant arguments are excluded.

The **Principal and Teachers** are responsible for establishing and maintaining processes for managing and reviewing enquiries, concerns and complaints in accordance with this Code of Conduct and related procedures.

## **Policy Principles**

### **Being a positive role model in supporting the GLCI**

- a) Parents are expected to support the educational ethos and values of the school, model appropriate behaviours for their children to learn from, and work with the school as it educates and provides pastoral support to all students.
- b) Parents can support the school and be positive role models by exhibiting appropriate behaviours, including but not limited to:
  - Complying with school's procedures and directions, and ensuring their children do the same. Failure to do so may put the child's enrolment in jeopardy.
  - Encouraging their children to actively participate in the life of the school, noting that a child may be excluded from certain events for failing to meet behavioural or academic expectations.
  - Completing forms and providing permissions in a timely manner when requested to do so by the school.

- Being responsive to concerns raised by the school about their own child, including by being cooperative, meeting expectations, providing information and attending meetings when required.
- Keeping the school informed about a child's behavioural or educational needs, including by providing updated medical information as it becomes available. However, parents and carers need to also appreciate that while the school will take into account any new information, it cannot accommodate every need.
- Keeping the school informed about a child's parenting arrangements, including any court orders that may be in place. However, parents/carers should not involve the school in parenting disputes or expect the school to act as the go-between for estranged parents.
- Recognise the damage that gossip can do within a school community, and avoid unconstructive commentary (including criticism, uninformed rumour or speculation) with other parents/carers, including on social media.

## **Code of Conduct**

- a) Parents are the most important figures in the education of their children and the expectation is that they will act in the best interest of students, their families, staff, and the GLCI community.
- b) When attending the school or any school-related event, parents must:

- refrain from negative behaviours such as bullying, harassment, discrimination or vilification
- refrain from engaging in unfounded gossip (either directly or online)
- refrain from using offensive, insulting or derogatory language
- not smoke on school grounds
- not possess alcohol on school grounds, unless the GLCI has sanctioned the event
- never possess illicit drugs on school grounds
- show proper care and regard for school property and the property of others
- show proper care and regard for occupational health and safety concerns e.g. wearing of masks

## **Communication**

a) Written and spoken communication should be courteous and respectful.

b) When communicating, parents must:

- interact civilly with staff, students and other parents at all times
- refrain from gossip
- ensure facts are correct before passing on any information

- not use abusive language, raised voices, or insults
- not engage in violent behaviour towards anyone on school grounds or at any school-related events
- not discipline or get involved in verbal altercations with another parent or child under any circumstances on school grounds
- advise the school of areas of potential conflict, such as parenting and family court orders in accordance with relevant laws
- respect the privacy of students, parents, staff, and volunteers in the GLCI community

c) The GLCI expects parents to behave lawfully on school grounds and observe the terms of any order, obligation or undertaking they may be subject to.

d) Parents must not:

- take a photo or video recording of another student or parent without their consent
- post a photo or video recording of another student or parent on social media without consent
- intimidate, undermine, threaten, bully or harass staff, students or parents
- disclose the personal details of a student or parent to another person without consent

## Online Conduct

- a) All members of the GLCI community recognise that there are ethical and legal issues associated with social media use, which can be directly or indirectly damaging to the school and others.
- b) Parents must ensure they abide by the GLCI's expectations regarding parents and community members.
- c) When using social media, online forums or other platforms, parents must:
  - not discuss or mention the GLCI, its staff or any members of the GLCI community in a negative or defamatory way
  - be respectful to staff, contractors, volunteers, other parents, and/or students
  - not use it as a means to voice grievances about the school
  - never disclose any confidential information concerning parents, staff, contractors, volunteers, and/or students to third parties without the individual's express consent
  - not make contact with students (other than their own) using any form of social media without the express consent of the student's parents
  - not post inappropriate material that may damage the reputation of the GLCI

## **Phone calls and emails out of hours**

- a) Staff members are instructed to observe normal business hours in terms of answering phone calls, so parents who ring out of hours should not expect an immediate response.
- b) Staff members are instructed to observe the maximum of a 48-hour turnaround in responding to emails and phone messages. At the very least, the teacher will contact the parent to acknowledge the communication and will arrange further contact.
- c) The GLCI understands that emergencies occur and that sometimes the above two points can be over-ridden.
- d) In cases where a parent does not act in accordance with this Parent and Community Code of Conduct Policy, the Principal may take such action as deemed suitable; terminating a meeting, asking the parent to leave the grounds, etc. In the most extreme instances, the family can be asked to leave the school.

## **Process for making a complaint**

The GLCI takes seriously any issues that are brought to its attention. If parents express their concerns to the GLCI, they can expect to be treated with courtesy and respect in order to try to resolve the matter.

As a general guide, parents are to refer to the GLCI Community Dispute and Complaint Resolution Procedure. In summary:

- In the first instance, minor issues may be raised with the child's classroom teacher.



- Parents have the right to raise issues and concerns related to the education of their child or other matters relating to the school in a respectful manner and in compliance with the GLCI Community Dispute and Complaint Resolution Procedure.

In these instances, the complaint should be in **written form**, in accordance with the GLCI Community Dispute and Complaint Resolution Procedure.

This policy will be reviewed every year for validity.

<b>Authored by:</b>	<b>Year of review:</b>	<b>Reviewed by:</b>	<b>Reason for amendments or review:</b>
AE-Y March 2024	Dec 2024	GLCI School Board	This policy was written to inform parents and the broader GLCI community of the expected conduct in terms of their dealings with the School Board, the Principal, staff, and students, and vice-versa, for a harmonious and productive working relationship that is intended to benefit every student and member of the GLCI community.