



## Parent and Carer Code of Conduct

At Saints Academy, we believe that creating a safe and supportive environment for our children requires strong, active partnerships between parents and staff. We expect all parents and carers to adhere to the following code of conduct to ensure the well-being and safety of all children, families and staff attending our centres, as is our duty of care. Parents and carers are requested to partner with Saints Academy in a relationship of mutual respect, trust, confidence and cooperation to support the vision, mission and values of Saints Academy and our wider SPCC organisation.

With regards to the broad concept of "Respect", the following is a non-exhaustive list of behaviours that are not respectful.

- Rude or insulting behaviour, including passive-aggressive, intimidating or derogatory language.
- Bullying, intimidation, discrimination, sexual harassment, victimisation and child abuse. Please note that in addition to being a breach of this Code of Conduct, such behaviour may also be unlawful.
- Actual or threatened aggression (verbal or non-verbal) or violence.
- Behaviour that causes a risk to a person's health and wellbeing.
- Defamatory or disrespectful comments.
- Gossip, rumour, and innuendo.
- Raising one's voice, or using offensive language or actions, while communicating.
- Age-inappropriate language when communicating with or about children.
- Vexatious complaints.

### 1. Respect and Courtesy

- Treat all staff, children, and other parents/carers with respect and courtesy.
- Communicate openly, honestly, respectfully and constructively with staff and fellow parents/carers. This applies not only to words used, but also to tone and body language.

### 2. Support the Values of Saints Academy

The Saints Academy values are foundational, and are key to both the Staff Code of Conduct and Parent/Carer Code of Conduct. Our core values are:

*Christ First - Serve One Another - Strive for Excellence - Do What is Right - Build Community*

Parents and carers must strive to conduct themselves in a manner that is respectful of our core values and exemplifies the following additional societal values whether it be in person or when using digital or social media:

Respect – for staff, other parents and carers, students and members of the community.

Courtesy – in all interactions.

Responsibility – be personally responsible for your actions.

Integrity – be reliable and honest in all of your dealings.

Tolerance – for others, regardless of their background, age, gender, sexuality, religious beliefs, or race.



Inclusion – of all those who attend Saints Academy, SPCC Schools and of those within our immediate community.

### **3. Punctuality**

- Inform staff in advance if you anticipate being late or unable to pick up your child on time.

### **4. Communication**

- Keep lines of communication open with staff and promptly share any relevant information about your child's health, well-being, or additional care needs.
- Keep Saints Academy informed of parenting arrangements, including updated information regarding court orders or AVOs that may be in place. Parents are not permitted to involve staff in parenting disputes, or expect staff to act as a 'go-between' for estranged parents. Similarly, it is not appropriate for staff to make judgments on the merits of claims made by one parent against the other.

### **5. Confidentiality**

- Respect the privacy and confidentiality of other families and children attending our centres.
- Do not share personal information about other children, families, or staff.

### **6. Involvement and Engagement**

- When onsite, parents/carers should model appropriate and respectful behaviours, and uphold core values.
- Comply with any reasonable directions given by Saints Academy staff.
- Not being under the influence of drugs or alcohol (and otherwise not engaging in the possession, sale or supply of the same at Saints Academy).
- Behaving lawfully on College grounds whether at events hosted by or connected to the College or Saints Academy, whether conducted onsite or otherwise.
- Ensuring that physical contact with students is appropriate given the age of, and relationship with, the student.
- Dress appropriately for the occasion.
- Support all Saints Academy policies and guidelines, including behaviour expectations for children.

### **7. Safety and Security**

- Follow all safety and security protocols when entering and exiting the centre.
- Notify staff immediately of any safety concerns or incidents involving your child or others.
- When dropping off and picking up children from Saints Academy, parents/carers are expected to ensure the health and safety of all members of the community at all times.
- Parents/carers must comply with all traffic rules and any College traffic management system in place. This includes adhering to applicable speed limits, observing all traffic signs, limiting the use of car horns (unless indicating imminent danger), and parking appropriately and safely.
- Parents/carers must comply with any government issued health orders or directions in response to COVID-19 or any other pandemic. This includes adhering to vaccination, social distancing and face mask requirements (as applicable from time to time).



- Use respectful, non-discriminatory, non-sexist language when speaking with staff. We do not tolerate any form of sexual harassment, sexual discrimination or sex- based discrimination at our centres. We have an active prevention plan in place as per government legislation.

### **8. Payments and Financial Obligations**

- Pay fees and other financial obligations on time and in accordance with the Saints Academy Fee Policy.
- Communicate with Saints Academy administration staff if you encounter financial difficulties.

### **9. Feedback and Concerns**

- Provide constructive feedback and express concerns through appropriate channels, such as the centre Director.
- Always attempt to resolve conflicts or issues in a respectful and collaborative manner.

### **10. Compliance with Policies**

- Familiarise yourself with and adhere to all centre policies, including those related to illness, vaccinations, and behaviour management.
- This document sets out general expectations for parent/carer involvement, instead of a detailed or exhaustive list. It is expected that parents and carers act in accordance with this document (and all other codes of conduct, policies, procedures, rules and regulations) and agree to the terms contained within when enrolling their child at Saints Academy.

### **11. Social Media Usage**

- Do not take photos within the Saints Academy centre unless authorised by the Director.
- When posting about the centre or its activities on social media, respect the privacy and dignity of all individuals involved.
- Do not share negative or sensitive information that could harm the reputation of the centre or our wider SPCC organisation, its staff, children or other families.
- Do not post photos of photos including children other than your own child/children that have been taken within the Saints Academy environment (onsite or offsite) on social media.
- The names of our staff members are not permitted to be posted on social media platforms at any time.
- We discourage our staff from accepting friend requests from current parents/carers on social media platforms.

### **12. Role Modelling**

- Serve as positive role models for your child always by demonstrating respectful and responsible behaviour at all times while onsite.

### **13. Breaches of this Code of Conduct**

Saints Academy leadership will have absolute discretion for deciding how to best respond to concerns about a parent/carer's compliance with this Code of Conduct. Where Saints Academy considers that a parent/carer has failed to observe this Code of Conduct, one or more of the following consequences may be implemented (and not necessarily in any particular order):



## Saints Academy

FOR THE WHOLE OF LIFE

- Ask the parent/carer to leave the premises (Police may be contacted if the parent/carer does not comply).
- Request that the relevant conduct immediately cease.
- Provide a written warning to the parent/carer.
- Require that the parent/carer (or another relevant person) only communicate with a nominated Saints Academy representative.
- Limit access on the Saints Academy premises, either for a particular period of time or permanently.
- Conduct a review their child's enrolment, which may result in termination of enrolment.

Staff are empowered to take steps to protect their own health and wellbeing. If they feel that a parent/carer is displaying inappropriate conduct, they are encouraged to indicate this and ask that it stop. If it does not, or if a staff member feels that a parent/carer's actions are posing a risk to their or someone else's health and wellbeing, they are empowered to remove themselves from the situation. This may include immediately concluding a meeting or phone call, or respectfully requesting that a parent leave the premises.

*By adhering to this parent and carer code of conduct, we can collectively create a safe, supportive, and nurturing environment for all children, staff and families at Saints Academy centres. Thank you for your commitment to the wellbeing of our staff, families and children.*