



Staff-Parent Interaction Policy

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Staff – Parent Interaction Policy

INTRODUCTION

All members of the community have the right to dignity and to be treated in a manner consistent with providing an environment conducive to effective education and learning. An environment of trust is promoted in which criticism may be both made and received constructively. The School shall take appropriate action necessary to ensure that this environment is maintained and fostered and to prevent harm that may be caused by behavior adverse to this aim.

This policy shall apply to the parents of students enrolled at the School and the staff of the School.

PURPOSE

The purpose of this policy is to establish the principles governing the interaction between parents and the staff and the channels of communication to be adhered to in this interaction.

POLICY STATEMENTS

Interaction between members of the community:

- All members of the community shall respect the right of students to learn and educators to provide effective education. Behavior by any educator, administrative staff member or parent that fails to respect these rights shall constitute a breach of this policy.
- It is the responsibility of all members of the community to familiarize themselves with and abide by the provisions of all policies, as well as all supporting procedures, standards, and guidelines applicable to them.
- Policies, procedures, standards, and guidelines will be available in physical or electronic form from the personal assistant to the School leader, with whom arrangements may be made to obtain copies.
- It is the responsibility of all parents and staff to assist the students to become aware of and abide by the provisions of all policies, procedures, standards and guidelines.
- Communication between parents and staff shall follow the channels of communication stipulated in procedures. Employees shall endeavor to conform to a '24 hour response' policy. Although the response to the parent's query could vary according to the nature of the query made, the employees shall at least acknowledge receipt of the query within 24 hours.
- Communication between parents and staff shall be conducted at a time and in a manner that allows full and proper discussion of the issues under consideration.
- Educators, administrative staff and parents shall treat one another with courtesy at all times. Confrontations, particularly public confrontations, unprofessional and/or provocative behavior between any person within the community, will, by its nature have a negative impact on an environment conducive to effective learning at the School, and will be viewed in a serious light.
- "Bad-mouthing" of the School or members of the community by educators, administrative staff and parents may cause both reputational and financial harm. Members of the community are encouraged to report incidents of "bad mouthing" to the School leader or the Board. If any harm is caused, appropriate action may be taken against perpetrators of "bad mouthing" including, but not limited to, the recovery of financial damages suffered.
- The undermining of authority or the incitement of a student to display contempt or disrespect to a parent or any person in authority, by a member of the community shall be regarded in a serious light.
- Parents and staff, while encouraged to support, shall conduct themselves in a proper and sporting manner at all times when attending sporting and extracurricular activities. All interaction with persons, acting as officials, placed in authority of students or any students representing any other school, as well as the students themselves, shall be conducted properly and discretely. Interference or

attempted interference with officials, persons in authority, or the students shall be regarded in a serious light.

- Unless specifically requested to attend, the attendance of parents in the classroom, at extracurricular activities (other than inter house or inter school matches or competitions) and at practices is discouraged. Educators or authorized representatives shall be entitled to request any parent or third party to leave the classroom or activity.
- The unauthorized access to, and/or the communication of any information owned by or under the control of the School, may constitute a breach of confidentiality and/or the right of protection from the unauthorized disclosure of private personal information. Any member of the community aware of such abuse is encouraged to report it to the School leader. Appropriate action may be taken against any members of the community in breach of their duty of confidentiality, or privacy of personal information.

CAUTIONARY PROCEDURES

Students who contravene policies, procedures or standards shall be subject to the disciplinary procedures provided for in the Student Handbook.

Employees who contravene policies, procedures or standards shall be subject to the disciplinary procedures adopted by the School and agreed to as terms of their employment.

Parents of students who contravene the policies, procedures or standards or acts in any manner that negatively impacts on an environment conducive to effective learning, shall be subject to the following cautionary procedures.

Consultation

A parent who contravenes the provisions of this policy or acts in a manner that negatively impacts on an environment conducive to effective learning may be requested to attend a meeting to discuss the contravention.

Written caution

Should the conduct of the parent be sufficiently serious, or if the parent repeatedly contravenes the provisions of this policy, or acts in a manner that negatively impacts on the environment conducive to effective learning, the School leader may address a written warning to the parent requesting that the parent desists from such behavior.

A written caution shall provide that the parent acknowledges the letter within a specified period, allow for consultation relating to the parents conduct to take place and state what action may be taken if the negative conduct persists.

Cautionary Hearing

If the parent fails to respond to the written caution or despite the written caution persists with the negative conduct, the School leader may require a cautionary hearing.

Notice of not less than seven days, from the delivery of the Notice of Cautionary Hearing shall be given to the parent. The notice shall set out the purpose of the hearing, the time and venue of the hearing and a copy of the procedures for a cautionary hearing.

A cautionary hearing may proceed despite the absence of the parent provided the School leader is satisfied that notice of the hearing has been properly provided to the parent.

The School leader shall appoint three senior persons from the School to preside over the cautionary hearing one of whom may be the School leader.

A cautionary hearing is internal to the School and neither the parent nor the School shall be permitted to have legal representation at the hearing.

A written record of the proceedings shall be made and retained by the School.

Within forty-eight hours of the hearing the School leader shall address a letter to the parent informing the parent of the findings of the persons appointed to preside over the hearing.

Appeal

If a parent is aggrieved by a decision of the persons appointed to preside over the cautionary hearing the parent shall be entitled with seven days of receipt of the decision, to appeal, in writing to the School leader against the decision.

The appeal shall briefly state the reason that the parent is aggrieved.

The School leader shall consider the written record and, if she deems it necessary, consult with one or all of the persons appointed to preside over the cautionary hearing.

The School leader shall, within seven days of receipt of the notice of appeal, meet with the parent to discuss the parent's appeal.

The School leader shall, if necessary, refer any points of dispute to any of the persons appointed to preside over the cautionary hearing.

The School leader shall, within forty eight hours, of meeting with the parent:

- confirm the decision of the disciplinary hearing;
- refer the matter back to the disciplinary committee to reconsider any issue in dispute or reconsider their decision; or
- direct any amendments to the sanctions imposed.

Written notice of the School leader's decision shall be provided to the parent and a copy shall be retained with all records of the proceedings.

The decision by the School leader given on the appeal by the parent shall be final.

GRIEVANCE PROCEDURES

If communication in the normal course and in accordance with the procedures provided from time to time by the School, has failed to resolve an issue communicated to an educator or a member of the School staff and a parent remains aggrieved, the parent shall complete a "Grievance Form from Parents", and address it to the School leader.

The School leader shall investigate the Grievance and either request the parent to attend a consultation, with a view to resolving the issue complained of, or advise the parent of the action taken to remedy the grievance.

The parent shall be invited to the consultation or informed of the action taken within seven days of receipt of the parents Grievance Form.

Grievance Form from Parents

Parent Info: (Please print)

Name _____ Date _____

Address _____

Telephone _____ Alternate phone _____

Best time to reach you _____

Complaint: (Name of person, school, department, program, or activity)

Date of complaint _____

Specify your grievance by stating the problem. Describe the incident, participants, background, and any attempts you have made to solve the problem. List relevant dates, times, and places:

List names of others who can provide more information: (Name, address, telephone)

The projected solution: (Indicate what you think should be done to solve the problem. Be specific)

"I certify that this information is correct to the best of my knowledge."

Signature of complainant

Date