

### HS3.3.02

## Parents and Guardians Code of Conduct

### 1 PURPOSE AND SCOPE

- 1.1 We believe that a strong, supportive relationship between home and school is key in supporting the development of the students. It is recognized that parents and guardians already support our Values, and we thank you for your support with this.
- 1.2 We remind parents and guardians that our school site is a safe space for our community and especially for our children. It is important to the smooth running of our school that all parents and guardians behave appropriately, including wearing the appropriate parent lanyard.
- 1.3 This policy outlines the expected conduct of parents while on school grounds, during school-related activities and when interacting with staff and other members of the community, both in face to face and online contexts. The Policy aims to create a safe and positive environment for students, staff and the wider community, and to address issues such as disrespectful language, disruptive behavior, or threats to school property or personnel, therefore ensuring members of our community can work effectively together.
- 1.4 This policy applies to all parents and guardians or assigned carers of the students of Harrow International School Bangkok and any visiting parents, guardians or assigned carers.

### 2 CORE PRINCIPLES

- 2.1 Respect for others: all members of the school community, including parents and guardians, should be treated with dignity and respect, regardless of their roles or status.
- 2.2 Positive role modeling: parents and guardians are expected to set a good example for students, demonstrating positive and respectful behavior.
- 2.3 Collaborative approach: school and parents/guardians should work together to address any concerns or issues, promoting a positive and supportive environment for students' learning and development.
- 2.4 Safe and supportive environment: the policy aims to ensure a safe and supportive environment where individuals can be free from harassment or intimidation.

### **3 BEHAVIOUR THAT WILL NOT BE TOLERATED**

It is vital that as a community no person should be made to feel anxious about their contact with others whom they meet regularly on the school premises. Emotional, verbal and physical abuse can never be tolerated under any circumstance. Although not an exhaustive list, the following are not permitted in the school environment or via online communication:

- 3.1 Disruptive or threatening behavior: this includes loud, abusive or insulting language, physical intimidation, hitting, punching, slapping or kicking, shouting or aggressive behaviour towards another adult or student, or any behaviour that interferes with the school's operations or the well-being of others.
- 3.2 Bullying or harassment: any form of bullying or harassment, including online bullying, directed at other parents, students or staff; any behaviour that demeans or belittles another person, physical threats or bullying behaviour.
- 3.3 Unacceptable language: use of profanity, offensive language, racist, sexist or homophobic remarks or threatening language towards staff, students, or other parents is prohibited.
- 3.4 Substance abuse:
  - 3.4.1 Entering school property under the influence of alcohol or drugs, or possessing them on school grounds, is prohibited.
  - 3.4.2 Vaping or smoking onsite is prohibited.
- 3.5 Social media related: inappropriate posting on Social Networking sites that can be interpreted as bullying. Concerns about the school should not be shared through social media. We would expect parents to model the behaviour we expect of our children – which would include talking to us if you have concerns. We ask that you avoid making comments on social media about other families which can be construed as harmful.
- 3.6 Safeguarding children: it is imperative that, as adults, you behave in an appropriate manner towards, or near to, children. Please make sure that you do not talk to children in an inappropriate manner, especially the children of other parents.
- 3.7 Photography and videography of students by anyone other than the student's parent/guardian present both safeguarding and privacy concerns which the school takes very seriously. As a general rule, parents are not permitted to take any photos or videos within teaching areas of the school or within the Boarding Village. Parents may take photographs or videos during Special Events as detailed in our Safeguarding Policy, respecting the need for the consent of all identifiable students and the fact that such photos/videos are for personal use only.

- 3.8 Contacting Staff out of School: staff should not be approached in person when they are not at work. Parents should contact staff whilst in school to discuss school matters. Staff have been instructed not to comment on complaints that are presented outside of school. Staff should not be contacted via social media or by any non-formal school approved channels. The approved channels for communication are school email or school phone lines.

#### **4 COMPLAINTS OR CONCERNS RELATING TO THE BEHAVIOUR OF OTHER PARENTS/GUARDIANS**

- 4.1 Complaints or concerns should be addressed to the person who was most heavily involved in the incident, unless it is a sensitive issue (perhaps about a member of staff), in which case it should be addressed to the appropriate person in a position of authority. The Head Master should only become involved if initial discussions have occurred, to allow a suitably neutral review of your concern if this is necessary.
- 4.2 When communicating about a concern or complaint in writing, inflammatory comments or statements should be avoided, and the tone should always be courteous – sarcasm, emotive and accusatory words, threats, use of capital letters, exclamation marks or defamatory statements should not be included.
- 4.3 Whilst the school appreciates the severity of concerns from parents and children, please remember that you have one version of the information that has caused you concern and therefore your information is incomplete and further investigation by the school will be needed. As we would expect, whole school decisions are made based on multiple factors known by the school.
- 4.4 Each complainant will represent their own views and should not seek to present themselves as self-appointed spokesperson for others.
- 4.5 Meetings relating to the complaint of inappropriate behaviour will always be arranged where and when it is deemed necessary.
- 4.6 Concerns around safety or child protection will be dealt with by the process outlined in the School's safeguarding policy
- 4.7 Where appropriate, appointments will need to be made, in advance, to be seen by a staff member. Staff are not able to see parents who turn up without an appointment as their priority is teaching and learning and looking after the children in our care.
- 4.8 Please avoid approaching teachers before school (unless you have an appointment), as they need to prepare for teaching and learning.

- 4.9 Any concerns and complaints received which do not comply with the expectations outlined in this policy will be returned back to parents until the communications meet the expectations outlined above. Parents and carers who breach the terms will be asked to meet with the Head Master. The above standards apply to written and verbal complaints and are also expectations held for staff.

## **5 BREACHING OF THIS POLICY**

- 5.1 If the school suspects, or becomes aware, that a parent has breached this policy, the school will gather information from those involved and speak to the parent about the incident.
- 5.2 Depending on the nature of the incident, the school may then:
- 5.2.1 Invite the parent into school to meet with a senior member of staff or the Head Master
  - 5.2.2 Send a warning letter to the parent
  - 5.2.3 Ban the parent from the school site
  - 5.2.4 Contact the appropriate authorities (in cases of criminal behaviour)
  - 5.2.5 Seek advice from the School's legal team regarding further action (in cases of conduct that may be libelous or slanderous)

The Head Master will consult the Executive Leadership Team initially and the Board of Governors as appropriate, before banning a parent from the school site.

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the policy or code of conduct, rests with the Head Master.