



## Code of Conduct: Parents

This code of conduct is an agreed set of behaviours that are acceptable within our school. The aim is to maintain the disciplined and purposeful school environment that exists at St Francis College. It is dedicated to create an atmosphere that is conducive to practising culture of high quality teaching and learning.

Parents play an essential and positive role at St Francis College. Not only are parents advocates for their children, they also support the staff and executive through extensive volunteer activities and events.

When parents enrol their child at St Francis College, they agree to subscribe to its mission, follow its rules and abide by its decisions. It is vital that spontaneous trust and mutual respect are the most essential underpinnings of an effective working relationship between parents and staff. Furthermore, the manner in which parents conduct themselves with staff has an enormous influence on children in modelling adults working relationships and these should always be based on civility, honesty and respect. Parents are encouraged to work productively with educators by staying informed about their child and important events in the life of the school. In the same manner, they should timeously inform the educator of any information relevant to the wellbeing of the child. Thoughtful questions and suggestions should be welcomed by the school

Parents best support a school climate of trust and respect by communicating concerns in time, openly and constructively to the staff member closest to the problem. Efforts by parents to lobby other parents will be viewed by the school as counterproductive. In any event, if a concern is legitimate, the school will address it with the same vigour whether one or a multitude of parents raises it.

Parents must ensure that:

- Their child attends school each day, is punctual and in cases of absence explains the reasons for such absence to the school.
- They protect and ensure the rights of their child to learn
- As far as possible, their child attends school in good health and conforms to generally acceptable norms of personal cleanliness and neatness
- They provide for a proper immunization of the child as required by law

- They provide their children with the resources, basic equipment and learning material to complete school work
- They refrain from abusive language or inflammatory behaviour
- They bring to the attention of school authorities any problem, condition or circumstance that effect their child or other children or persons in the school community
- They seek change in an orderly and approved manner
- They keep the school informed of any changes of address and any other personal details as required
- They provide the school upon request with original reports received at other educational institutions, particularly at the time of initial enrolment to the school. Parents of learners who are not South African citizens must provide the school, upon request with original study permits or temporary residency permits
- They discuss report card, work assignments and homework with their children
- Their children abide by the rules, regulations and procedures set forth by the school
- They endeavour to promote positive inter-personal relations between learners, educators, other parents and the wider school community in the best educational interest of their children
- They pay school fees as determined by the School Governing Body

Please note:

1. School classrooms are out of bounds to parents during school hours. Parents wishing to drop off items at school for their children are to do so at the secretary's office and not take them directly to the classroom.
2. Grievance Procedure for Parents:  
Parents are welcome at all times to make appointments to discuss concerns they may have. Kindly phone the school's office to make appointments with the relevant staff at mutually agreeable times.  
Should a problem arise the parent should first approach the class teacher concerned.  
Should the matter not be resolved to their satisfaction they may then take up their concern with the Head of Department. If the matter remains unresolved they are then to take up the matter with the Head.  
Should the issues be unresolved, and the amicable resolution of a parent's grievance no longer possible, the following formal procedure is recommended:
  - a) Submit, in writing, the details to the Head as soon as possible
  - b) Make yourself available for an enquiry into the complaint, or a meeting with a member of the management of the school or the Head
  - c) Should the matter remained unresolved the parent can request a meeting with the Governing Body representative.

Whilst parents may not agree with every decision by the school, in most cases, the parent and school will find enough common ground to continue a mutually respectful relationship. In the extreme case, however, an impasse may be so severe that the parent cannot remain a constructive member of the community. In such cases, both the parent and the school should consider whether another school would be a better match for the family. Parents

and the school should respect each other even after the learner has left the school. Neither party should embarrass each other by word or deed.

Should the breakdown in the relationship between the school and the parents (or the learner) be considered to be irreparable, or should the school and the parents be unable to agree on a positive way forward to resolve the impasse, the Head may need to consider instituting cautionary measures against the parents (or learner) and/or revoke the Contract of Enrolment.

3. Parents are liable for the fees as determined by the Board of Governors as the school is a private institution and relies on fees for the running of the school.
4. Communication between the school and parents:
  - a. D6 communicator
  - b. Regular school newsletters
  - c. WhatsApp groups
  - d. The learner's school diary which must be signed on a daily basis
  - e. The merit and demerit system, which must also be signed daily
  - f. Letters
  - g. Class meetings
  - h. Individual meetings
  - i. Tasks/tests
  - j. Termly school reports
5. Areas of involvement for parents:
  - a. Parents Association which is a fundraising body which is represented on the Board of Governors by the PA chairperson
  - b. Voluntary help in the delivery of services
  - c. Assistance with sport coaching when requested
  - d. Accompanying teachers on outings, when requested
  - e. Approving and adopting the school's annual budget
  - f. Being elected onto the school Board of Governors

This policy was adopted by the School Management Team on \_\_\_\_\_.

This policy has been made available to school personnel and is readily accessible to parents and learners on request.

The School Governing Body may from time to time amend, supplement, modify or alter this policy.

Signed \_\_\_\_\_ Principal

Signed \_\_\_\_\_ SGB Chairman