



Christian Brothers College

Parents, Guardian and Visitor Code of Conduct

Application

This Code of Conduct (Code) applies to:

- all CBC parents, guardians and visitors, who must not bring the College into disrepute; and
- all activities or events that are College-related (including visits to other schools or representing the College in the wider community).

Introduction

This Code is intended to guide parents, guardians and visitors to the College (*hereinafter called "Visitors"*) in their dealings with staff, parents, students and the wider school community. It articulates the College's key expectations regarding respectful relationships and behaviours.

This statement is an addendum to the College's existing Complaints Policy and Enrolment contract with parents and guardians. All College community members are expected to comply with all applicable policies.

In our culture of respectful relationships among students, staff and Visitors, we strive to develop the following:

- Respect for the dignity and worth of every person
- An empathetic approach to others
- A cooperative attitude in working with others
- Open, positive and honest communication
- Trusting relationships
- Responsible actions

In promoting this culture, we expect that staff will:

- Communicate with you regularly regarding your child's learning, development, and well-being
- Provide opportunities for involvement in your child's learning and activities
- Maintain confidentiality over sensitive issues
- Relate with and respond to you in a respectful and professional manner
- Ensure a timely response to any concerns raised by you

Definitions

In this Code, '**Visitor**' means any person (other than a current student) who visits the College or attends a CBC-related activity or event (including parents, guardians, contractors, employees or volunteers).

Code of Conduct

Visiting the College during School Hours

- Visitors to the school must sign in at College Reception (for safety and security reasons).
- Visitors must comply with all safety and emergency procedures at CBC while on school premises.
- Whilst attending College assemblies or public meetings, Visitors must listen respectfully, giving due attention to speakers.
- Visitors must not enter classrooms unless invited by prior arrangement with the classroom teacher.
- The College places high value and priority on maintaining a safe and respectful working environment for our staff.

Communication with College Staff

As staff must feel safe in their workplace, Visitors' communication with staff should be thoughtful, timely, prepared, measured, factual and reasonable.

- Staff and Visitors' must respond to messages, emails and telephone calls within 2 business days.
- Generally, responses from staff to Visitors are not expected outside of regular school hours, on weekends or during the school holidays.
- Initial communication must be directed to the staff member involved, usually the Classroom teacher, Head of Learning or Head of House.
- Emergencies should initially be directed to the Head of Campus or the Deputy Principal.

Communication with other Parents and Guardians

CBC encourages the links and awareness that come with peer-parental/guardian communication. Visitors are expected to be positive advocates of the College, their school of choice. The College greatly values and expects the positive advocacy of its community.

- Visitors must be mindful of and respect the privacy of others' email addresses, addresses, phone numbers and other details.
- Visitors should not use social media to air concerns or grievances about the College
- No visitor should identify or post images/videos of students on Social Media.
- Visitors will not engage in hreatening behaviour, such as verbally intimidating other parents, guardians, or staff or using offensive language

Raising Concerns and Resolving Conflict

Visitors are expected Observe the College's stated procedures for raising and resolving a grievance/complaint

- Refer to our [Complaints Policy and Guide](#)
- Communicate with staff members, including making appointments at a mutually convenient time and constructively communicating your concerns.
- Refrain from approaching other students to discuss issues or to chastise them because of their actions towards your child. Refer the matter directly to the appropriate College staff.

In response to your concerns or a complaint, we expect that staff will:

- Observe confidentiality and respect for sensitive issues.
- Ensure your views and opinions are heard and understood.
- Communicate and respond in constructive, fair, and respectful ways.
- Ensure a timely response to your concerns/complaints.
- Strive for reasonable resolutions and outcomes satisfactory to all parties given the circumstances.

Breaches of the Parent, Guardian, and Visitor Code of Conduct

A condition of enrolment at CBC is accepting and adhering to the College's values, mission and vision, codes of conduct, policies, and procedures.

Any school community member may notify the Principal or member of the College Executive Team of a breach of this Code of Conduct. The complaint will be considered and managed according to our [Complaints Handling Guide](#).

Consequences may include, but are not limited to:

- A first and final warning meeting and subsequent letter being issued to inform the relevant person/s of the outcome of the investigation and that another breach of the Code of Conduct will not be tolerated.
- Prohibiting a member of the College community from attending any extra-curricular activity.
- Prohibiting a member of the College community from being on campus.
- Directing a visitor to communicate with staff members through a nominated College representative.
- Taking other steps that the College determines is appropriate according to the nature of the breach in the partnership.
- Questioning the suitability of a student's ongoing enrolment if the partnership between the parent/guardian and the College breaks down.

Related Policies

This policy should be read in conjunction with other school policies:

- [EREA Code of Conduct](#)
- [Charter for Parents in SA Catholic Schools](#)
- [Complaints Handling Guide](#)
- [CBC Student Code of Conduct](#)
- [CBC Co-Curricular Policy](#)
- [Sports Association for Adelaide Schools \(SAAS\) Sport Code of Practice](#)