



Parent and Caregiver Code of Conduct

Carmel School values the partnership we have with our parents and community in bringing the best educational experience and outcomes to our students.

To foster and promote a culture of respect and cooperation, we ask that parents and caregivers:

- Support in words and actions the values and purpose of Carmel School
- Adhere to all Carmel School codes and policies
- Listen to your child, but keep in mind that events may have been interpreted differently by others
- Understand the importance of a healthy parent/teacher/child relationship and communicate any concerns in a constructive, appropriate and polite manner
- Make use of communications channels
- Minimise gossip and hearsay by communicating with the School if an issue arises
- Co-operate when your child's behaviour has overstepped accepted school standards
- Encourage community building and inclusivity with other parents and members of the Carmel School Community
- Ensure your child arrives to School on time, in correct uniform and fit to contribute to the school day

Parent/Caregiver Rights

Parents and caregivers have the right:

- To be treated with respect, professionalism, care and courtesy by staff, students and other parents
- To be listened to and clearly communicated with by the School, in regard to your child's education and development
- To have confidentiality over sensitive issues respected by staff
- To receive a timely response to concerns raised

Parent/Caregiver Responsibilities

Parents and caregivers are expected to:

- Not approach another child in the care of the school to address issues or chastise them
- Respect the reputation of the staff and other students at the School, being mindful of communications, including the tone of emails and the content of postings on social media
- Communicate any concerns in a constructive, appropriate and polite manner
- Follow the correct procedures to resolve a grievance or conflict (clearly outlined on our website)
- On excursions, when helping in class or on camps, parents must follow the instructions and directions of the teacher. A parent may remind students of the rules but at no time may they issue consequences. Please refer the students to the teacher if behaviour needs further correcting
- Assist the School with its goal of encouraging an inclusive community by facilitating an inclusive approach to out-of-school events

It is important to note that criticism regarding a staff member will only be heard if it is related to their professional conduct.

Vexatious complaints, deliberate breaches and inability to respect and adhere to the Parent Code of Conduct may result in the exclusion of a parent/caregiver from our campus and/or possible termination of their children's enrolment.

If your complaint relates to sexual abuse by a staff member towards a child in either a historical or current matter you should, in the first instance, contact the police.