Introduction
At St. Patrick’s we are committed to nurturing respectful relationships and active partnerships within our school community. We believe that our students’ learning journeys are enriched through positive and reciprocal home and school relationships. Parents play a formative role in the development of their child’s values. Parents also act as one of the most influential role models in their child’s life. We therefore seek your support in promoting and upholding the core values of the school community and its culture of respectful relationships.

This Code of Conduct is intended to guide you in your dealings with staff, other parents, students and the wider school community. It articulates the school’s key expectations of both staff and parents with regard to respectful relationships and behaviours. It also specifies the school’s position with regard to unacceptable behaviours that breach our culture of respect.

This Code of Conduct is to be read in conjunction with the school’s:
- Pastoral Care and Behaviour Management policy
- Student Wellbeing Policy
- Vision Statement

These policies can be viewed on our school website.

Procedures
It is appropriate in times of conflict that correct procedures be followed to allow all parties to be heard and for harmonious solutions to be reached. If the conflict centres around a classroom issue, the first approach should always be made with the classroom teacher. If a resolution is not reached then it is appropriate to involve the School Principal/Deputy Principal with the aim of him/her assisting with such a result. Should the issue result from a situation outside of the classroom environment then it is appropriate to discuss this with the classroom teacher/School Principal/Deputy Principal. If parents remain dissatisfied with the result then the matter can be referred to the Parish Priest or the Southern Regional Manager of the Catholic Education Office.

Our Culture of Respectful Relationships
Amongst students, staff and parents we expect the following:
- A respect for the innate dignity and worth of every person
- An ability to understand the situation of others
- A co-operative attitude in working with others
- Open, positive and honest communication
- The ability to work respectfully with other people
- Trusting relationships
- Responsible actions.

In promoting and upholding this culture, we expect that parents will:
- Support the school’s Catholic ethos, traditions and practices
- Support the school in its efforts to maintain a positive teaching and learning environment
- Understand the importance of healthy parent/teacher/child relationships and strive to build the relationships
- Adhere to the school’s policies
- Treat staff and other parents and staff with respect and courtesy.
In promoting and upholding this culture, we expect that staff will:

- Communicate with you regularly regarding your child’s learning, development and wellbeing
- Provide opportunities for involvement in your child’s learning
- 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.

Raising Concerns and Resolving Conflict

In raising concerns on behalf of your child, or making a complaint about the school’s practices or treatment of your child, **we expect that you will:**

- Listen to your child, but remember that a different ‘reality’ may possibly exist elsewhere
- Communicate any concerns to your child’s teacher in a constructive manner
- For communication with staff members make an appointment at a mutually convenient time
- Observe the correct procedures to resolve a grievance or conflict
- Under no circumstances is a parent or guardian to approach another child whilst they are in the care of the school (including coming to and from school) to discuss or chastise them because of their actions towards their own child. Such an approach to the child may be seen to be an assault on the child and may have legal consequences. Instead, refer the matter directly to your child’s teacher for follow-up and investigation by the school.

- In responding to your concerns or a complaint, **we expect that staff will:**
  - Observe confidentiality and a respect for sensitive issues
  - Ensure your views and opinions are heard and understood
  - Communicate and respond in ways that are constructive, fair and respectful
  - Ensure a timely response to your concerns/complaint
  - Strive for resolutions and outcomes that are satisfactory to all parties.

Staff Safety and Wellbeing

The school places high value and priority on maintaining a safe and respectful working environment for our staff. We regard certain behaviours as harmful and unacceptable insofar as they compromise the safety and professional wellbeing of our staff. These behaviours include, but are not limited to:

- Shouting or swearing, either in person or on the telephone
- Physical or verbal intimidation
- Aggressive hand gestures
- Writing rude, defamatory, aggressive or abusive comments to/about a staff member (emails/social media)
- Racist or sexist comments
- Damage or violation of possessions/property.

When a parent behaves in such unacceptable ways, the principal or a senior staff member will seek to resolve the situation and repair relationships through discussion or mediation.

Where a parent’s behaviour is deemed to cause ongoing harm, distress or danger to a person or people, we may exercise our legal right to impose a temporary or permanent ban from the parent entering the school premises. In an extreme act of violence, that causes physical harm to a person or group of people and his/her property, the matter may be reported to police for investigation.

Refusal to act in a way which is conducive to continuing positive relations and in contravention to this Code of Conduct could result in the need for parents to reconsider the suitability of their child’s placement at St. Patrick’s.