

Sir Edmund Hillary Primary School

Parent Code of Conduct

1. Introduction

At Sir Edmund Primary School, we are committed to fostering a safe, respectful, and inclusive learning environment where every learner can thrive. The support and cooperation of parents and guardians are vital to the success of our learners and the broader school community.

This Code of Conduct outlines clear expectations for parent and guardian behavior to ensure a positive partnership between families and the school. All parents are expected to comply with this policy in their interactions with staff, learners, and other members of the school community.

2. Scope

This policy applies to all parents, guardians, and carers of students enrolled at Sir Edmund Primary School. It governs conduct on school premises, during school-related events, and any interaction—verbal, written, or digital—with staff or the school community.

3. Guiding Principles

- **Respect:** Treat all members of the school community with dignity and courtesy.
 - **Collaboration:** Work in partnership with the school to support your child's education and development.
 - **Responsibility:** Acknowledge and uphold the school's values, policies, and procedures.
 - **Safety:** Promote and maintain a safe and supportive learning environment.
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4. Expected Behavior of Parents and Guardians

Parents are expected to:

4.1 Communication

- Communicate respectfully and constructively with teachers, staff, and other parents.
- Make sure contact numbers are correct and functional.
- Use appropriate channels when raising concerns or making enquiries (e.g., class teacher first, then principal if necessary). Please set up an appointment with the secretary to meet a class teacher or principal.
- Going directly to a teacher's class is strictly prohibited. An appointment must be made at the office to see the teacher.
- Refrain from abusive, harassing, or offensive language in person, in writing, or social media.
- Respond to school communications promptly and keep contact details updated.

4.2 Support of School Policies

- Encourage children to follow school rules, attend school regularly, and engage positively with learning.
- Reinforce the school's approach to behavior, school uniform, discipline, and homework.
- Respect the school's dress code, punctuality expectations, and attendance policy.

4.3 Presence on School Grounds

- Comply with school security and sign-in procedures when visiting the school.
- Behave respectfully on school property and at school-related events.
- Supervise younger siblings and other children under their care during school visits or events.

4.4 Digital and Social Media Use

- Do not post photos, videos, or identifying information of learners or staff without permission.
 - Refrain from posting defamatory, harmful, or misleading information about the school or its community members online.
 - Use school communication platforms (e.g., e-mail and letters) responsibly and only for their intended purposes.
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5. Unacceptable Conduct

Unacceptable behavior includes, **but is not limited to:**

- Verbal or physical aggression toward staff, learners, or other parents.
 - Parents/guardians may not investigate an incident with other learners or reprimand/discipline other learners.
 - Parents/guardians may not ask learners' personal information. E.g. contact numbers or home address.
 - Disrupting classes or attempting to discipline children other than your own.
 - Defamatory or threatening messages via social media or messaging platforms.
 - Refusing to follow instructions from school staff or breaching safety protocols.
 - Intoxication or substance use on school property or during school events.
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6. Conflict Resolution and Complaints Procedure

If a parent has a concern:

1. **Step 1** – Make an appointment with the secretary to set up contact with the class teacher to discuss the issue respectfully or clarify a concern.
2. **Step 2** – If unresolved, escalate to a Departmental Head, Deputy Principal or Principal.
3. **Step 3** – Submit a formal written complaint, which will be reviewed according to the school's complaint resolution policy.

Note: Anonymous complaints will not be addressed unless they raise a clear safeguarding concern.

7. Consequences of Breaches

The school reserves the right to take appropriate action where a parent's behavior is in breach of this Code of Conduct, including:

- Verbal or written warning
- Mediation between parties
- Restriction of access to school property or events
- Removal from the school premises
- Detain a person until the proper authorities arrive
- In serious cases, legal action or referral to external authorities

All actions will be taken in accordance with the South African Schools Act, and relevant laws.

8. Rights and Responsibilities of the School

The school has the right to:

- Provide a safe, orderly, and respectful environment for all.
- Be free from verbal or physical abuse or threats.
- Make reasonable requests and expect cooperation from families.
- Take action when behavior jeopardizes learners or staff safety or learning.
- All learners need to be at school every day on time. (see BELA act)
- All learners are wearing the correct school uniform.
- All learners must carry the correct stationery for school.
- All learners must carry lunch.
- Learners must not loiter on the streets dressed in school uniform.

The school has the responsibility to:

- Listen to parent concerns with respect and respond in a timely and transparent manner.
- Maintain confidentiality in dealing with issues.
- Foster open, respectful, and professional relationships with families.

9. Review and Communication

This policy will be reviewed by the School Governing Body every 3 years and may be updated sooner if required. All parents will be notified of updates and are expected to review and acknowledge this policy upon enrollment and during key stages of their child's schooling.

10. Acknowledgment

Parents/guardians will receive a **Parent Code of Conduct Agreement** upon learner enrollment and revisions will be posted on the School's Website.

Matters arising may be addressed to the School Governing Body Chairperson in writing.

Parent Code of Conduct Policy

Recommended by: Principal (print name)		Signature:	
Date:			
Approved by: SGB Chairperson (Print name)		Signature:	
Date:			
Certified by : District Director (Print Name)		Signature:	
Date:			