



# Parent, Guardian and Carer Code of Conduct

## Introduction

At St Francis Xavier College (Berwick, Officer, Beaconsfield), we are committed to nurturing respectful relationships and active partnerships with you as parents, guardians or carers. We believe that your child's learning journeys are enriched through positive and reciprocal home and school relationships.

As parents, guardians or carers, you act as one of the most influential role models in your 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, guardians, carers, students and the wider school community. It articulates the School's key expectations of both staff and parents, guardians and carers 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 policies, as varied or replaced from time to time outlined in the Enrolment Handbook and available from the School and Diocese of Sale Catholic Education Limited (DOSCEL) website.

The following additional policies should also be read in conjunction with this Code of Conduct:

- Child Safety and Wellbeing Policy (and related policies and procedures)
- Student Duty of Care Policy
- Complaint Handlining Policy and Procedure

For the purpose of this document, a parent is any person who hold responsibility for the guardianship and/or care of a student at the College.

## Our Culture of Respectful Relationships

We are an inclusive school. We respect the dignity and value of all people and are open to diverse views and voices.

Among students, staff and parents, guardians and carers we strive to develop the following:

- a respect for the innate dignity and worth of every person
- an ability to understand the situation of others
- a cooperative 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, guardians and carers 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, guardian or carer / teacher / child relationships and strive to build these relationships
- adhere to the School and DOSCEL policies, as outlined on the School and/or DOSCEL websites
- treat staff and other parents, guardians and carers 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 exist elsewhere
- observe the school's stated procedures for raising and resolving a grievance/complaint
- follow specified protocol for communication with staff members, including making appointments at a mutually convenient time and communicating your concerns in a constructive and positive manner
- refrain from approaching another child while in the care of the school to discuss or chastise them because of actions towards your child. 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.

All concerns and complaints lodged will be addressed in accordance with the DOSCEL [Complaints and Grievances Management Policy](#). This policy outlines the steps to raise a concern of complaint

including: who to raise it or escalate it to, how to do this (in writing), the response time from the school (initially 3 days) and what might happen next (eg: meeting or written response).

For a summary of Complaints process please see the attachment at the end of this document.

If you are not satisfied with the manner in which a complaint has been treated by the School, or your complaint is about the Principal of the School, contact should be made with the Executive Manager: Industrial Relations / Human Resources, DOSCEL.

**Contact:**

Executive Manager: Industrial Relations / Human Resources

Diocese of Sale Catholic Education Limited

Email: [complaints@ceosale.catholic.edu.au](mailto:complaints@ceosale.catholic.edu.au)

All concerns and complaints lodged with DOSCEL about a Catholic school in the Diocese of Sale will be addressed in accordance with the DOSCEL [Complaints and Grievances Management Policy](#).

College and DOSCEL Policies and Procedures can be found on the College website and in the Parent Access Module (PAM).

## 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 or threats
- aggressive hand gestures
- writing rude, defamatory, aggressive or abusive comments to/about a staff member, another parent/adult or a child (including via email or social media)
- use of language which would be considered racist, sexist, homophobic or discriminatory on the grounds of religion, gender, sexuality, disability or any other attribute
- defaming or slandering staff or the College
- damage or violation of possessions/property

When a parent behaves in such unacceptable ways, the Principal, or a Deputy Principal, will seek to resolve the situation and repair relationships through discussion and/or mediation. The parent may receive written notification of College expectations about the behaviour of parents.

Where a parent's behaviour is deemed likely to cause ongoing harm, distress or danger to a staff member or others, the School and/or DOSCEL 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 the staff member (or other person) and his/her property, the matter may be reported to the police for investigation.

## Further Information

Further information can be obtained from: Vice Principal

Status of Procedure	
College Leader Responsible	Deputy Principal Wellbeing
Implementation Date / Last Reviewed	June 2024
Review Date [Commonly 1 – 2 Years]	June 2026
Local Governing Authority Approval	College Executive Team

## Review Log

Details of Amendments	By Whom	Date
Update to reference new Child Safety and Wellbeing Policy and updated Complaint Handling Policy and Procedure	Deputy Principal Wellbeing	July 2022
Update with recommendations from the Parent Advisory Committee <ul style="list-style-type: none"><li>- Statement about being an inclusive school</li><li>- Details about the complaints process (including addition of flowchart from the parent handbook)</li></ul> Clarification details <ul style="list-style-type: none"><li>- 'Parent' definition</li><li>- Accessibility of policies and procedures</li></ul> Behaviour expectations apply to staff, other adults and students	Deputy Principal Wellbeing	June 2026