



## **PARKVIEW SENIOR SCHOOL PARENT / GUARDIAN CODE OF CONDUCT**

**Updated and ratified by the Governing Body in February 2018**

Dear Parent/Guardian

We are delighted that your child is attending Parkview Senior School. At PVS we are very fortunate to have supportive and friendly parents. A note on terminology: we are using the term parent for both parents and guardians.

Our parents recognise that educating children is a process that involves a partnership between the child, parents, teachers and the school community. As partners, our parents understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons, we continue to welcome and encourage parents/carers to participate fully in the life of our school.

The positive contribution that parents can and do make to a school is vital, if we want to remain an educational institution of note in the community. Without parental co-operation and commitment to a partnership of excellence within the school, the institution cannot flourish and continue to strive for excellence.

**Objective:** To foster and maintain a positive and mutually supportive working relationship between the school and the parent body.

**Rationale:** A Parent Code of Conduct helps to maintain an environment of respect throughout the school. All members of the school community have a right to an environment free from harassment and to engage comfortably in a positive and co-operative manner.

The purpose of this code of conduct is to confirm the commitments of all parents and guardians of learners at our school, regarding expected conduct.

**We, the staff, parents and learners at Parkview Senior Primary are committed to providing, achieving and maintaining:**

- Excellence in education
- A safe, secure, structured and nurturing environment
- Opportunities to develop holistically
- We will facilitate the journey of personal development and will strive to produce well balanced, confident and happy young people

### **Implementation: As a Parent and Guardian we ask that you:**

1. Support your child in **all educational endeavours** by giving praise and showing interest in school activities.
2. Help your child to understand that giving **his/her best effort** is important.
3. Listen to your child, but remember that **a different 'reality'** may possibly exist elsewhere.
4. Understand the importance of a healthy parent/teacher/child triangle and communicate any concerns to your child's teacher in a constructive manner; and respond to teachers' requests for a meeting.
5. Co-operate with the school to address any **unacceptable behaviour**.
6. Support the school in its efforts to maintain a **positive teaching and learning environment, in both the classroom and on the sports field**.
7. **Participate** whenever possible in school events by attending and volunteering. We value your input, time and effort.
8. Inform the school of any issues that impact on your **child's wellbeing**.

### **Parent/Guardian Rights:**

1. To be treated with **respect and courtesy** by other parents, staff and learners.
2. To have a **timely response** to concerns raised.
3. To be treated with **professionalism** by all staff members, by being listened to and clearly communicated with, with regard to one's child's education.

### **Parent/Guardian Responsibilities:**

1. Be calm, courteous and **use respectful language** and communication towards all staff and other school community members.
2. To understand that staff are entitled to their **privacy, so parents** should communicate via the teachers' work email addresses that are on the PVS website or via a note, rather than by cell phone.
3. Demonstrate and teach courtesy and politeness to our children by **showing respect to other road users and neighbours**. For example, do not block neighbours' driveways or obstruct other drivers or roads; and be aware of the pedestrian crossing.
4. Be aware that there are **multiple perspectives of events**, therefore be prepared to listen with an open mind and seek to verify facts before stating a concern.
5. **Respect teachers' preparation** time before and after school, by making an appointment at a mutually convenient time, if you wish to speak to a teacher.
6. Encourage your child to be an **active participant** in the school, by attending activities and extra-murals.
7. Do not discuss **any grievances** regarding the school in front of your child.
8. If you have to take the child out of school, remind your child that it is her/his responsibility to ensure that work missed due to being away on holiday, illness, attendance of Mosque, a doctor's appointment, entrance exam etc. is caught up upon return to school.
9. **Avoid delivering forgotten items** to the school, as the office is busy and it is disruptive. It is good practice for children to take responsibility for packing their own bags and learning the consequence of forgetting an item.
10. Ensure that your child arrives at school on time. Please collect your child within 30 minutes of the child completing school, a support class or a co-curricular activity. If you are late, the child will be enrolled in Aftercare and you will be billed for the day.
11. Ensure that your child has all the learning materials needed daily.
12. Abide by all the school's policies and your financial obligations. These include key policies such as Social media, School uniform and Learner's codes of conduct. All the policies are available upon request.

**Concerns:**

If a parent/guardian has a complaint, criticism or concern, it is expected that the following steps be followed in the first instance:

1. Speak to teacher/staff member involved first and try to resolve the concern with mutual respect and clear communication.
2. If for some reason this is not possible, then make an appointment to see the Grade Head, an HOD or lastly, the Principal.
3. The HOD/Principal will arrange a meeting between the two parties involved, in an attempt to mediate and find resolution.