



PARENT CODE OF CONDUCT

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Purpose

Al-Ameen College acknowledges that the health, safety and welfare of all members of the College community is most important, and everyone has the right to feel safe and respected. As parents/guardians play a crucial role in the academic, social, emotional, and physical development of their children, Al-Ameen College values parent participation. Parents/guardians are influential role models and thus play a formative role in the development of their children's sense of justice, equity, dignity and worth, of all members of the College community. The 'Parent Code of Conduct (PCC)' provide parents/guardians with guidelines and requirements for communication, conduct and effective development of positive relationships with staff and members of the College community. The PCC is underpinned by the College's values, in particular, the value of respect and respect for authority. Parents/guardians agree to be bound by the PCC when they sign the acceptance of enrolment contract with the College. Although relatives, friends, caregivers and visitors are not a party to this contract, the PCC sets out the required and expected standards of conduct and communication, for parents/guardians and all members of the community.

Upon enrolling your child at Al-Ameen College, Parents and Students agree to abide by all relevant policies and procedures.

Scope

This 'Parent Code of Conduct' applies to all members of the College community. College community comprises of parents, guardians, stepparents, relatives, extended family members, friends, supporters, carer givers and all other members of the community.

Guidelines / Procedures for Communication and Conduct

Parents and members of the College community are required to follow the guidelines below and conduct themselves with respect, consideration and in the manner of a responsible citizen with regards to the following:

Queries & Concerns:

Parents/guardians and community members are requested to seek the required information regarding their queries and concerns from the College website and from the Class/Form Teacher in the first instance and then, if required, email the College in a respectful manner with their queries or concerns. If queries or concerns are not satisfactorily addressed, parents/guardians can call the College and make an appointment with the appropriate member of the management team as required.

Complaints:

Parents/guardians have the right to raise concerns and complaints related to the education of their child or schooling matters. Parents/guardians should ensure that they raise their complaints with the appropriate person and follow the correct communication channels. Please refer to the College's Complaints Lodgment and Resolution Procedures, available on the College website.

Communicating with College Staff:

Respect and dignity must be upheld in all interactions within the College. Parents/guardians are expected to use respectful and appropriate language in all written and verbal communications with staff, other parents, and community members. Disrespectful, insulting, harassing, or aggressive language is unacceptable and will not be tolerated.

- Parents/guardians should avoid malicious or judgmental gossip and ensure their comments about others are fair and truthful. Harassment, discrimination, or vilification, as well as any behavior causing undue stress or anxiety to staff, is strictly prohibited and will not be tolerated.
- Bullying of any kind, including in adult-to-adult interactions, will not be tolerated. All community members must engage in behavior that aligns with the College's values and policies. Prohibited actions include shouting, swearing, physical or verbal intimidation, aggressive gestures, and sending rude, defamatory, or abusive messages (via email or any social media platforms).
- Email is the preferred communication method. Correspondence that breaches the PCC, including inappropriate language or vexatious content, will not receive a response. Correspondence that is not compliant with the PPC due to the language and expression used or the manner in which it is sent or delivered, will not be responded to. Correspondence which is viewed as 'vexatious' will also not be responded to.

Making Appointments with Teachers:

The time available for parents to meet with teachers is limited and must not disrupt teaching or learning activities. When scheduling appointments or meetings, parents should be mindful of the teacher's time, communicate the reason for the appointment or meeting and allow the teacher sufficient time to prepare and respond, unless there is a genuine emergency.

Attending Events:

If parents are on campus due to an event, they are required to be mindful of and adhere to the following:

- Treat all school property with care.
- Respect school policies that support the safe and effective operations of the school.
- Follow the car park and parking rules and the directions of car park duty staff.
- When attending a ceremony or assembly, parents are required to listen respectfully, in the same manner required of students and staff, and must refrain from creating any noise or disturbance during performances or speeches by students, staff or visitors.
- Under no circumstances, parents or guardians are permitted to approach another student to discuss or chastise them whilst they are in the care of the College. Such an approach to a student may be seen to be an assault on the child and may have legal consequences.

- Direct parent-to-parent contact regarding incidents involving their child/children at the College should be handled appropriately. Parents are encouraged to first contact the class teacher to help resolve the matter peacefully and fairly. If the issue persists, it can be escalated to the respective Coordinator, and if needed, to the Assistant Principals or Principal.
- Compliance with all safety and emergency procedures is expected. In the event of an emergency, parents/guardians and guests are to follow the directions and instructions given by the College and/or emergency services staff.

Use of Social Media and Group Chat:

Inappropriate and disrespectful use of social media and group chat regarding the College, its students, staff and members of the College community, will not be tolerated. To uphold the reputation of the College and its community, any problems, issues, differences of opinion, personality clashes etc., should not be publicised or discussed on social media and group chat. Additionally, individuals should refrain from taking sides on an issue or argument involving other people. Parents/guardians are required to email the College regarding their concerns or issues. The College will attempt to resolve all concerns and issues through calm dialogue between the parties directly involved whilst respecting the dignity of every person. There is an expectation that people working within the College as volunteers, avoid forming opinions about students, staff or the College or sharing their opinions with the broader community.

Parents/guardians and members of the College community must not post photographs of students taken at College events on social media without the express parental consent of all students within the photograph and with the College's permission

Going to Classrooms is Not Permitted:

Parents/guardians are **not permitted** to interrupt or distract a teacher while classroom instruction or learning activities are taking place. Parents/guardians must report to the office upon arrival and office staff will assist as required.

Receiving Responses to Emails/Phone Calls:

The welfare and education of students are the primary responsibilities of all College staff. As such, immediate responses to emails and phone calls are not required. Staff are not expected to respond outside of normal working hours or during school holidays unless it is an emergency.

Drop-Off and Pick-Up:

Student safety is of paramount importance. Drop-off and pick-up rules and arrangements are to be followed by both parents/guardians and students. If your pick-up arrangements change throughout the course of the day, please phone reception and a message will be given to your child/children. When driving on campus, waiting in the pick-up queue or in the car park, parents/guardians are expected to adhere to the speed limit, parking allocations and the directions of College staff directing the traffic flow. Parking is not permitted in the drop-off and pick-up area.

Meeting College Requirements/Standards:

Parents are expected to support and uphold attendance, medical, conduct and uniform requirements and standards, as set out in the College's guidelines, procedures, and policies. Parents are expected to communicate with the College in a timely manner to ensure that absences, medical and health updates are noted and recorded.

Consequences For Non-Compliance

The Principal or delegate will investigate concerns raised regarding the conduct of parents/guardians and if satisfied that there is non-compliance, one or more of the following actions will be undertaken:

- **Non-Compliance Warning:** First and/or final warning will be issued that non-compliance of the PCC has occurred and that further non-compliance will not be tolerated.
- **Trespass Warning:** Determine whether the non-compliance concerned unacceptable behaviour on a visit to the school and if so, issue a trespass warning to the parent/guardian which will be accelerated to a trespass notice, if the behaviour continues.
- **Exclusion-** Prohibit a member of the College community from entering the College grounds.
- **Prohibit Direct Communication** - Direct a parent/guardian to communicate with members of staff through a nominated College representative.
- **Disenrollment** - Refuse to permit their student(s) to continue enrolment at the College if the partnership between the parent/guardian and the College breaks down.
- **Police Notification-** Police to be contacted and the incident to be reported.
- **Other Actions:** Take any other steps that the College at its reasonable discretion, determine are appropriate, depending on the nature of the breach.

Review

Year of Review	Reviewed By	Amendments/Review	Next Review
2021	PR/ME	Revised and updated	
2025	MJ/PR	Revised and updated	October 2026