



# CODES OF CONDUCT FOR MEMBERS OF THE GORDON PRIMARY SCHOOL COMMUNITY

## **RATIONALE**

An engaged school community who share and support our school beliefs, values and endeavours, is critical in enabling us to build and maintain an effective school. Appropriate conduct by all school community members is central to ensuring we achieve this goal.

The purpose of this policy is to outline the responsibilities and expectations of all members of the Gordon Primary School community with respect to the way we communicate and interact.

## **RESPONSIBILITIES**

**All members of the School Community are expected to:**

- ◆ Conduct themselves in a respectful and responsible manner that recognises and respects the rights of others, promotes a climate of mutual respect and complies with the law.
- ◆ Communicate and interact with others in the school community in accordance with our school values.
- ◆ Comply with this Code of Conduct with respect to any school related communication or interaction.

**School Leadership (principal) is expected to:**

- ◆ Lead the implementation of this policy.
- ◆ Model exemplary conduct by demonstrating the values held by our school.
- ◆ Communicate high expectations for the way in which staff, students, school community members and visitors conduct themselves.
- ◆ Provide a safe, secure and supportive learning environment.
- ◆ Advise parents, carers and other members of the community of the appropriate process for lodging a concern or complaint.
- ◆ Request any person acting in an offensive or disorderly way to leave the premises and if necessary, as an authorised person, direct them to do so.
- ◆ Call the police if a person fails to follow a direction to leave the premises.
- ◆ **Issue Resolution**
  - Any member of the school community with a concern or complaint regarding the conduct of the principal have the options of expressing the concern or complaint directly to the principal or contacting the Regional Office for DET.

**Teachers and other Staff are expected to:**

- ◆ Model appropriate behaviour in all contexts as a staff member of Gordon PS.
- ◆ Work in partnership with parents and carers to enhance the learning outcomes and support the wellbeing and conduct of their students.
- ◆ Work with other staff and parents to help create and maintain a safe, secure and respectful learning environment for all students.
- ◆ Communicate to both parents and students high expectations for the learning achievement and conduct of all students.
- ◆ Ensure consistency and fairness in interactions with all members of the school community.
- ◆ Report all incidents of bullying, harassment or violent conduct in line with DEECD policy.
- ◆ **Issue Resolution**
  - Staff members with a concern or complaint regarding the conduct of any member of the school community should contact the principal

**All Parents and Caregivers are expected to:**

- ◆ Support school staff in maintaining a safe, secure and respectful learning environment for all students.
- ◆ Work in partnership with the school to enhance the learning outcomes and support the wellbeing and conduct of their child/ren.
- ◆ Contribute positively to behaviour, academic or other personalised support plans that relate to their child.
- ◆ Act appropriately on the school premises and at any associated school events (eg, camps, excursions, sporting events).
- ◆ Be aware that threatening behaviour and harassment of staff or students is unacceptable.

- ◆ Respect and comply with reasonable requests or directions of the principal or other members of the staff.
- ◆ Obey all pedestrian and road rules to help ensure that all members of the school community have the opportunity to travel to and from school safely.
- ◆ **Issue Resolution –**
  - Parents with a concern or complaint relating to their child are encouraged to arrange a time to meet with their child’s classroom teacher. Should they feel the matter remains unresolved, they should arrange a time to meet with the principal.
  - Parents with a concern or complaint regarding the conduct of any member of the school community should contact the principal.
- ◆ In regards to a formal complaint, the following process will apply:
  1. **Complaint received:** Please either email, telephone or arrange a meeting through the front office with the Principal, to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.
  2. **Information gathering:** Depending on the issues raised in the complaint, the Principal, or nominee may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.
  3. **Response:** Where possible, a resolution meeting / phone call will be arranged with the Principal to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. In some circumstances, the Principal may determine that a resolution meeting would not appropriate. In this situation, a response to the complaint will be provided in writing.
  4. **Timelines:** Gordon PS will acknowledge receipt of your complaint as soon as possible (usually within 48 hours) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Gordon PS may need some time to gather enough information to fully understand the circumstances of your complaint. We will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 10 working days of the complaint being raised. In situations where further time is required, Gordon PS will consult with you and discuss any interim solutions to the dispute that can be put in place.

## Resolution

Where appropriate, Gordon PS may seek to resolve a complaint by:

- an apology or expression of regret
- a change of decision
- a change of policy, procedure or practice
- offering the opportunity for student counselling or other support

- other actions consistent with school values that are intended to support the student, parent and school relationship, engagement, and participation in the school community.

In some circumstances, Gordon PS may also ask you to attend a meeting with an independent third party, or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

## **Escalation**

If a parent or community member is not satisfied that their complaint has been resolved by the school, or if their complaint is about the Principal, then the complaint should be referred to the South Western Region of the department of Education.

Gordon PS may also refer a complaint to The South Western Region if we believe that we have done all we can to address the complaint.

**All Students are expected to behave in accordance with Student Code of Conduct, which is based on our school values, those being:**

- ◆ **Respect**
- ◆ **Responsibility**
- ◆ **Resilience**

**Issue Resolution** – Students with a concern or complaint regarding the conduct of another member of the school community have the following options.

- Speak to their classroom teacher or principal.
- Speak to their parents who then are invited to arrange to speak with their child's classroom teacher or principal.

## **EVALUATION**

This policy is to be reviewed by School Council and Staff Team annually.