



Holy Saviour School - Vermont South  
**Parent / Guardian Relationships**  
**Policy**  
**2018**

### **Introduction**

At Holy Saviour School, we are committed to nurturing respectful relationships and active partnerships with you as parents/guardians. We believe that our students' learning journeys are enriched through positive and reciprocal home and school relationships. As parents/guardians, 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 Policy is intended to guide you in your dealings with staff, other parents/guardians, students and the wider school community. It articulates the school's key expectations of both staff and parents/guardians 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 Policy is to be read in conjunction with the school's:

- Anti Bullying Policy
- Staff Social Media Policy
- Pastoral Care Policy
- Student Wellbeing Policy
- Complaints Handling Policy
- Occupational Health and Safety Policy
- ICT Policy

### **Our Culture of Respectful Relationships**

Among students, staff and parents/guardians, 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
- responsibility for one's own actions.

In promoting and upholding this culture, we expect that parents/guardians 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/teacher/child relationships and strive to foster those relationships
- adhere to the school's policies, as outlined on the school website
- treat staff, other parents/guardians and members of the wider school community with respect and courtesy.
- treat staff, other parents/guardians and members of the wider school community with respect and courtesy in online spaces and methods of communication.

In promoting and upholding this culture, we expect that staff will:

- communicate with parents/guardians regularly regarding each child's learning, development and wellbeing
- provide opportunities for parent/guardian involvement in each child's learning
- maintain confidentiality over sensitive issues
- relate and respond to parents/guardians in a respectful and professional manner
- ensure a timely response to any concerns raised by parents/guardians.

### **Raising Concerns and Resolving Conflict (Refer also to our Holy Saviour Complaints Handling Policy)**

In raising concerns on behalf of a child, or making a complaint about the school's practices or treatment of a child, we expect that parents/guardians will:

- listen to their child, but be mindful that their child's views or opinions may reflect only one side of the story
- observe the school's stated procedures for raising and resolving a grievance/complaint
- follow specified protocols for communication with staff members, including making appointments at a mutually convenient time and communicating any concerns in a constructive and respectful manner
- refrain from approaching another child while in the care of the school to discuss or chastise them because of any alleged actions towards their child. Rather, parents/guardians should refer the matter directly to their child's teacher for follow-up by the school.
- refrain from approaching another parent/guardian (personally or via any messaging system) due to any alleged actions towards their child. Rather, parents/guardians should refer the matter directly to their child's teacher for follow-up by the school.

In responding to a parent's/guardian's concerns or a complaint, we expect that staff will:

- observe confidentiality and a respect for sensitive issues

- ensure that the parent's/guardian's views and opinions are heard and understood
- communicate with and respond to parents/guardians in a constructive and respectful manner
- as far as is practicable, ensure a timely response to any parent/guardian concerns/complaints
- strive for resolutions and outcomes that are satisfactory to all parties.

### **Staff Safety and Wellbeing**

The school places high value and priority on maintaining a safe and respectful working environment for staff. The school regards certain behaviours as harmful and unacceptable insofar as they compromise, or threaten to compromise, the safety and wellbeing of staff.

These behaviours include, but are not limited to:

- shouting or swearing (regardless of whom the behaviour is directed towards) including in person or on the telephone
- physical or verbal intimidation
- aggressive hand gestures
- writing rude, defamatory, aggressive or abusive comments to/about a staff member (including via email or on social media)
- racist, sexist or otherwise insensitive and inappropriate comments
- damage to or violation of possessions/property (or threats to engage in behaviour of that kind)

In the interest of our commitment to nurturing respectful relationships at all levels, parents/ guardians will refrain from any of the above towards other parents/guardians also, either personally, via the telephone or via any form of social media.

In circumstances where a parent/guardian behaves in an unacceptable way, the principal or a senior staff member may, as a first step, seek to resolve the situation and repair the relevant relationship. This may include engaging in discussions and/or mediation. However, where a parent's/guardian's behaviour is considered by the principal as being likely to cause ongoing harm, distress or danger to the staff member or others, the school may exercise its right to:

- impose a temporary or permanent ban on the parent/guardian entering the school premises
- suspend or terminate the parent's/guardian's child's enrolment at the school
- in serious circumstances, refer the matter to the police
- respond in any way that the school considers is necessary and appropriate

Annie Herbison  
PRINCIPAL  
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