

## CODE OF CONDUCT AND DISCIPLINE POLICY (Internal)

### The Relationship between Parents and School

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THE SCHOOL will seek to ensure that students are happy and safe, that they will be encouraged to learn to become independent, that they will act in a well-behaved manner and will be well-accepted by others whom they meet at Elkanah House.

THE SCHOOL will provide regular progress reports to parents and will ensure that parents are contacted timeously if there are issues of concern regarding their children. The school will also welcome parents into the school to participate in the school's programme, where appropriate.

TEACHERS will protect students and their families by refraining from divulging any information about students or their families to anyone other than another member of the Elkanah House staff if this is in the interests of the students' /families' well-being.

PARENTS will ensure that the school is appropriately briefed if there is information that needs to be communicated to the school about the child which will contribute to a better understanding of his/her needs.

PARENTS will treat teachers as professionals and pay careful attention to their language, tone, and behaviour in their dealings with teachers.

PARENTS AND ALL MEMBERS OF STAFF should not engage publicly in negative and deconstructive criticism of the school and should rather raise concerns in accordance with the procedures outlined in section 3 below.

PARENTS should endeavour to understand that the ability of the school to function effectively is entirely dependent on the timeous payment of the fees that are due and undertake to ensure that all such fees are settled on the appropriate dates.

THE SCHOOL undertakes to give timeous notice and warning of any additional expenditure that is likely to accrue for the parents' account and to make every effort to ensure that any extras are relevant and valuable to the child's education.

BOTH PARENTS AND TEACHERS should accept each other as partners in the process of educating the students and will deal with each other as such.

### COMMUNICATING WITH ONE ANOTHER

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PARENTS are the primary educators in the lives of their students; teachers and schools play a complementary role. The school and the teachers can only build on the foundations that parents have laid.

PARENTS play an essential and positive role in the life of Elkanah House. Not only are parents advocates for their students, but they also support the staff and management team through volunteer activities and events.

When parents choose to enrol their child at Elkanah House they agree to subscribe to its mission, follow its rules and abide by its decisions; however, spontaneous trust and mutual respect are the most essential underpinnings of an effective working relationship between parents and the school.

Furthermore, the manner in which parents and staff conduct themselves with one another has an enormous influence on students in modelling adult working relationships and these should always be based on civility, honesty and respect.

PARENTS are encouraged to work productively with teachers by staying informed about their son/daughter and important events in the life of the school. TEACHERS should keep parents updated about their students and important events. PARENTS should feel free to forward thoughtful questions and suggestions and these should be welcomed by the school. A personal conversation about mutual issues of concern is nearly always more likely to produce a desired result than dashing off an email to vent frustration.

PARENTS and the school support a relationship of trust and respect by communicating concerns timeously, openly, and constructively.

Although parents may not agree with every decision taken by the school, in most cases, the parent and school will find enough common ground to continue a mutually respectful relationship.

## DEALING WITH CONCERNS

From Grade 7 to Grade 12: any concerns about what is happening in the classroom should, in the first instance, be directed to the student's subject teacher. If a parent feels that the concern has not been addressed or that s/he is unable to speak to the subject teacher about it, s/he should approach the Head of Department.

Any concerns about what is happening outside the classroom should be directed to the tutor in the first instance; thereafter if a parent feels that the concern has not been addressed or that he/she is unable to speak to the tutor about it, he/she should approach the Grade Head.

Queries about sport should be directed first to the Manager or to the Sports Co-ordinator.

Queries about music should be directed to the music teacher or to the Head of Music.

Subsequent steps: if and when parents feel that their concerns have not been met by the Grade Head or Head of Department, they should approach the Deputy Heads depending on the nature of the problem. Only when this avenue has failed, should a parent consider appealing to the Head of School.