



# PARENT CODE OF CONDUCT

The ISQ community is built on core values that develop individuals to learn, love, and lead. We value the participation of all parents and guardians in the day to day life of our school, and so this Code commits each enrolled family to support a welcoming and safe environment that will promote positive and productive relationships as we love, learn, and lead together.

## 1. Expected Behavior

- Treat all members of the ISQ community with respect and consideration
- Use courteous written and spoken language when communication
- Give encouraging and constructive feedback rather than negative criticism
- Sign in at the guard shed and obtain a visitor badge when entering the campus
- Use the adult bathroom on the 1<sup>st</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> floors
- Abide by the no pets on campus policy
- Wear appropriate clothing for a school setting

## 2. Interactions with Staff

ISQ conducts regular meetings between staff and parents in our Parent Teacher Conferences at which time the student's progress can be discussed. There may be other times when a parent or staff member request a meeting, through a divisional office, to discuss a particular issue.

- Parents should first raise any concerns or complaints with the relevant staff members, then with the relevant Principal before escalating a matter to the Head of School, and when doing so they should observe the rules of conduct set out in this Code.
- It is important that parents show respect for staff and not publicly criticize them or seek to undermine their authority.
- Parents are to allow staff a reasonable amount of time to investigate, gather evidence, and consider the perspectives of other parties before a decision is made.
- The school has a duty of care towards all staff. For this reason, aggressive or abusive behavior will not be tolerated. This behavior can make it harder to resolve concerns.
- Social media should not be used to criticize or belittle others.
- The school reserves the right to request that any material posted publicly about students, staff, parents, or ISQ that is inaccurate, confrontational, critical, offensive, or disrespectful be taken down.
- Each staff member has an email address for school communications and commits to check it regularly. Parents should not contact a staff member at their home, on their personal mobile phone, or a personal social media account on matters relating to school.
- A contact phone number is provided on all event/trip permission forms to ensure that chaperones focus their attention, without distraction, on the students in their care. Parents should not contact any event chaperone.
- Communication with staff should be respectful of their time restraints and competing responsibilities to allow staff to focus on providing students with the best education possible.

### Parents Should Not:

- Use intemperate or confrontational language; speak negatively of staff or school policy
- Make repeated phone calls or emails to the same staff member
- Pressure staff to immediately respond to communication

- Show up at school without an appointment and insist to meet with a member of staff
- Forward the contact information of other ISQ parents. Instead allow them to choose who contacts them.
- Upload to social media or distribute in print any photos or videos of children (who are not your own) that you have taken or copied. This respects the privacy of other ISQ families.

### **3. Interaction with Students**

Concerns about other students should always be raised with relevant staff. Parents can provoke significant negative consequences through inappropriate intervention. Under no circumstances are parents to:

- Interact with an unrelated child, while unsupervised, whether in person or online
- Initiate online communication with students who are not their child
- Indirectly accuse a child (whom they do not have responsibility for) of an offense
- Post critical comments or speak negatively about students publicly
- Encourage a child to exclude, criticize, or become physical with other students

### **4. Conduct on Campus**

Parents are to follow the reasonable directions of staff while on campus and to respect the learning activities in place. Under no circumstances are parents to:

- Enter a classroom without teacher invitation (late arrivals/early departures - at the front reception desk)
- Become a visual and noise distraction, or disrupt lessons
- Use public acts of aggression, manipulation, foul language, and arguing
- Allow children in their care to be left unsupervised or playing in a dangerous manner

### **5. School Discipline**

- ISQ expects students to comply with its rules and expectations and not engage in behavior which is harmful to others or is contrary to the ethos and philosophy of the school. And so, parents are expected to support the ISQ discipline policy and not undermine its authority.
- Parents should reserve judgment of matters reported by their children until they have heard the full context, from an adult perspective, from a member of staff who has investigated and weighed the evidence. (It becomes problematic to understand situations and educate children about appropriate social strategies if they have contacted a parent and their parent has become emotionally involved, before a staff member has had opportunity to investigate.)
- In the case of disciplinary matters, ISQ will be the arbiter of what is a just response, and will not engage in debate about the appropriateness of consequences. ISQ will inform parents of escalated disciplinary matters which may result in suspension or expulsion, and will deal with these in accordance with our disciplinary policy. While parents will be consulted, the final decision will be ISQ's.

### **6. Failure to Observe This Code**

If a parent fails to observe this Code after being warned about a breach, ISQ leadership may:

- Limit access to a teacher or teachers
- Limit access to ISQ premises or events
- Terminate the enrollment of the student

Our school community is strengthened and unity fostered when all members work together to adhere to these guidelines. We are grateful for the supportive ISQ parent community. It is our honor to serve you.

