



Claremont Code of Conduct

Executive Summary

The following Claremont College policies have been developed by Claremont and specific to Code of Conduct:

- Complaints Handling Policy and Procedures
- Parent Code of Conduct - refer to pages 5 onward

Complaints Handling Policy and Procedures

1. Introduction

1.1 Purpose and scope

This procedure applies to Claremont College in handling complaints made in respect of services provided by the school or against staff members, which includes employees, contractors and volunteers.

This procedure does not extend to personal grievances between parents, guardians or other members of the school community.

1.2 Whistleblowing complaints

This procedure does not extend to complaints which are whistleblowing disclosures. The procedure for processing whistleblowing complaints are dealt with in the school's whistleblowing policy.

In summary a whistleblowing disclosure is a disclosure which:

- is made by a board member, staff member, a person who supplies goods or services to the school, including a volunteer, an employer of a supplier or a relative of any of these people;
- involves alleged misconduct, an improper state of affairs or circumstances, or illegal activity, and
- is made to a senior staff member, or officer of the school, the school's auditor or a person who the school has authorised to collect such disclosures.

1.3 Related policies

Complaints about reportable conduct will be addressed in accordance with the school's Child Protection Policy.

Complaints regarding a grievance between staff members about work matters, including work relationships and decision made by other staff members which impact on their work, are addressed in accordance with the school's Staff Grievance Policy.

Complaints regarding unlawful discrimination, harassment or bullying between staff are generally addressed in accordance with the school's Discrimination, Harassment and Bullying Statement.

1.4 Confidentiality

All parties involved in complaints handling are required to maintain appropriate confidentiality, including in relation to handling and storing records.

2. Complaints

A complaint or grievance is an expression of dissatisfaction made to the school about an educational and/or operational matter relating to services provided by the school or the behaviour or decisions of a staff member, contractor or volunteer, including misconduct.

If a parent/carer or student has a concern about the conduct of a staff member, they should raise their concern with the school in accordance with section 3. If a complaint that concerns the behaviour of a staff member may constitute reportable conduct, the matter will be addressed in accordance with the school's Child Protection Policy in accordance with section 1.2. Please refer to the school's Child Protection Policy for information about reportable conduct. Complainants are not required to assess

whether their concern meets the threshold of reportable conduct before making a complaint. Any concern about a child's wellbeing may be reported under this policy.

Complaints may be made by a student or parent/carer.

The school will seek to resolve complaints informally where possible but acknowledges that in some cases a person may wish to make a formal complaint.

3. Raising a Complaint

3.1 The complainant

Informal complaints may be raised by a complainant directly with the person involved. However, if the complainant does not feel comfortable doing so or the matter is one where it may not be appropriate to do so a complaint can be made to the Deputy Principal or Principal. Any complaint about the conduct of a staff member should be raised directly with the Principal in the first instance.

Should the matter not be resolved through informal processes, the complainant may raise the matter formally with the school. A formal complaint can be made in writing to the Principal, via email his PA Mrs Kathy-Clare Rochester kc.rochester@claremont.nsw.edu.au

Where a person wishes to make a formal complaint concerning the Principal the complaint should be made in writing to the Chair of the School Council, via email chair@claremont.nsw.edu.au In this situation, the references in this policy relating to the role of the [Principal/Delegate] should be read as references to the Chair of the School Council. Please also refer to the Anglican Schools Corporation 'Complaints Handling Policy' found on the school website (see Policies)

3.2 The school

The Principal will generally acknowledge receipt of a formal complaint in writing as soon as practicable.

4. Handling Complaints

4.1 Assessing a complaint

The Principal generally will assess the complaint and determine:

- whether the complaint is one to be addressed under this policy or is a staff grievance or reportable conduct matter which are dealt with by the relevant policies, see section 1.2; and
- the priority of the complaint in accordance with the urgency and/or seriousness of the matter raised; and
- whether the school may be required to report the matter to the Office of the Children’s Guardian (OCG), Police, Family and Department of Communities and Justice (DCJ), or other relevant authorities should the complaint relate to possible unlawful conduct or other reportable matters.

4.2 Managing a formal complaint

The Principal generally will manage a formal complaint by:

- a) advising the complainant of the likely steps that will be undertaken by the School in relation to the complaint;
- b) if appropriate, advising the relevant parties of the complaint at the relevant time and providing them with an opportunity to respond;
- c) collecting any additional information which the School considers necessary to assess the complaint;
- d) making a decision about how the complaint will be resolved (“resolution decision”); and
- e) advising the complainant in writing, and any other relevant parties as appropriate, of the resolution decision of the Principal and if appropriate, any proposed action to be taken.
- f) Note the complaint in the School Complaints and Grievances Register

There may be circumstances where some of the steps outlined above are not appropriate and the school will determine, on a case by case basis the most appropriate method of handling the complaint.

A complainant and the relevant parties that the complaint is about may choose to have an appropriate support person present at any meeting with representatives of the School about the complaint. However, the School maintains the right to determine whether the person’s preferred support person is appropriate and may not approve the attendance of a support person where they are determined by the School to be inappropriate.

5. Contact

If you have any queries about this procedure, you should contact the Principal for advice.

CLAREMONT COLLEGE: Complaints Handling Policy and Procedures - 2020, Revised 2022

We acknowledge the work and contribution of AISNSW in the development of this policy.

Parent Code of Conduct @ Claremont

BUILDING POSITIVE PARTNERSHIPS AT CLAREMONT COLLEGE

Claremont College appreciates the extraordinary responsibility and privilege we have in educating your child. We also highly value the important role played by parents/carers in their child's formal education. Given the clear benefits of positive parental engagement in student learning, we place great emphasis on working together productively with parents/carers to ensure that a student's learning and broader school experiences are fully supported and optimised.

The Parent Code of Conduct is intended as the foundation on which this partnership can be built in trust, with respect and in mutual understanding of the school's goals and expectations as we interact. Adhering to and supporting this Code will promote positive and productive relationships within our school community.

FAILURE TO OBSERVE THIS CODE

Failure to observe and uphold this Code may lead the school to:

- Limit the parent/carer access to a teacher or teachers,
- Limit the parent/carer access to school premises, school events, or school services
- Terminate a student's enrolment.

HELP US TO UPHOLD OUR DUTY OF CARE TOWARDS YOUR CHILDREN

In order to do this, parents are requested to be punctual and responsive in providing permissions via the Parent Portal, completing registration forms, updating medical treatment plans, keeping all contact and emergency contact details up to date on the Parent Portal and via other requested avenues of communication.

HELP US TO KEEP CLAREMONT SAFE

Please be conscious of the safety and wellbeing of others. Parent volunteers must abide by the school's Child Protection and Work Health Safety Policies, and participate in induction programs for volunteers in relation to working with children at school, on excursions and at sports activities etc.

HELP US TO KEEP OUR NEIGHBOURS HAPPY

Claremont College expects parents and other carers to comply with the School's traffic management systems at all times. These guidelines are available at www.claremont.nsw.edu.au

DISCIPLINE

Claremont College expects students to comply with its rules and not engage in behaviour that is harmful to others or contrary to the ethos of the school. Parents/carers should ensure their child adheres to a given disciplinary consequence.

In the case of minor disciplinary matters, the school will be the arbiter of what is a fair consequence and will not engage in debate about the appropriateness of the consequence. In serious disciplinary matters that may result in suspension or expulsion, principles of procedural fairness are followed, and the school will therefore inform parents/carers of the matter and invite them to attend a meeting(s).

Please keep in mind that the school can never comment on specific details relating to other students due to the privacy rights of all involved

The School's Discipline Policy 'School Wide Positive Behaviour Management' is available at www.claremont.nsw.edu.au

At no time is it appropriate for parents to address a disciplinary matter, interview a child other than their own, whether that be on the school grounds, at school events, on social media, or in any forum. Parents are instead encouraged to speak with the school directly about their concerns. We believe open and honest communication with the school is the most constructive method for any conflict resolution, with other pathways of communication unlikely to be productive in attaining an adequate solution for the child/ren, family and/or or school.

INTERACTION WITH OTHER MEMBERS OF THE CLAREMONT COLLEGE COMMUNITY

We emphasise the importance of parents/carers demonstrating respect for all staff. If a parent wishes to make a complaint about a staff member, they are encouraged to speak to a member of the School Leadership Team in a calm, rational and respectful way. Behaviours such as publicly criticising staff, undermining their authority, or using rude or abusive language are not constructive

and do not show respect. In many situations, such behaviours can make it more difficult to resolve concerns. Like the wellbeing of the children, the school also takes its duty of care towards all staff seriously. Disrespectful, aggressive or abusive behaviour will not be tolerated.

Positive communication, whether written or verbal, with other members of the school community (all staff, other parents/carers, or students) should:

- Be respectful, courteous and considered
- Not harass or bully another person
- Not use intemperate language
- Not be confrontational in person or in writing

It is also expected that parent-to-parent contact should always meet the above criteria and take place in a mutually-agreed context.

COMPLAINTS AND GRIEVANCES

Parents are encouraged to bring matters of complaint to the school in a timely manner. We understand that open and honest communication is essential, as we work towards clarification, understanding, problem solving and the resolution of matters. The school's 'Complaints and Grievances Policy' is available at www.claremont.nsw.edu.au

ACADEMIC AND CO-CURRICULAR CULTURE

The school exercises careful and considered judgement when making decisions about student achievement, academic grades and participation in the broader aspects of school life. Class allocation and co-curricular selection are the result of a comprehensive decision-making process. This is the same for the appointment of Student Leadership positions. We expect and thank parents in advance for their trust, respect, support and understanding in these matters.

Parents/carers are welcome to attend school events (e.g. information nights, parenting seminars, musical evenings, drama productions) when invited by the school. Parents are invited to attend Chapel Services and advertised activities and events.

Remember that children participate in sport for their enjoyment and development, not ours.

Sports team selection is based on the coach's assessment based on the most appropriate criteria at the time. Apart from reasonable enquiry, parents are expected to support and abide by these decisions and selections.

Restraint should be exercised by parents when supporting school sporting events and their child's team. In particular, parents/carers are expected to show their support in a positive manner and are requested to refrain from verbal and physical abuse, making threats, seeking to intimidate or question the decision of an umpire/referee, and directing abuse against any player, parent/carer or school representative. At no time, is it acceptable to communicate any form of disrespect to the opposition, other team members, coach or official. Do not 'undermine' the decision of the coach in relation to tactics, player substitution, or the team culture they are trying to create. Please model respect of the position and role of coach and official as your child will learn from you.

LEAVE DURING TERM TIME

Leave other than for illness or representative sport, during term time, is strongly discouraged. If planning leave, parents/carers must complete either the *Application for Extended Leave* for a holiday outside scheduled School Holiday Times or *Application for Exemption from Attendance at School* form at least two weeks prior to the planned leave.

The educational consequences of any decision to be absent from school will be borne by the student. It must not be assumed that assessment tasks, school events or other decisions (eg concert auditions, student leadership selection) will be re-organised around leave taken during school time.

Parents are encouraged to approach their classroom teacher who will give an overview of the broad content that will be covered by the class. The responsibility of covering this work lies with the student. The teacher cannot provide worksheets or a more comprehensive breakdown of the lessons and tasks. Work that will be missed during the student's absence will not be issued prior to the leave. Students are encouraged to continue reading while they are away and to keep a journal either written/photographic about their trip/leave.

USE OF TECHNOLOGY AND SOCIAL MEDIA

Parents/carers should not post photographs or video content of school events on social media where children other than their own are featured. Parents/carers should not photograph and post copies of information received from the school on social media where another student's details or images are visible. Parents/carers should exercise good judgement when posting comments about the school, its staff or other families on social media.

Parents/carers are encouraged to raise issues of concern or provide other feedback directly to the school. They are not to use social media to criticise or denigrate the school or other members of our school community.

Students are not to contact parents/carers during the day by mobile phone or email. We ask parents/carers to support this policy by not allowing their child to have a phone hidden in their school bag, for contact during school hours. Children must deposit a phone at reception before attending class for the day. Parents/carers will be contacted by staff should any significant issue with their child arise. In an emergency, students can use the phone in the School Office to contact parents. Contact the school should your child email you directly during school hours.

Parents/carers are asked to support the school by not encouraging their children to hold Instagram, Facebook, Twitter and other social media accounts where the legal age of use is 13 years and older. Similarly, the use of student You-Tube channels is discouraged for safety and wellbeing reasons.

SEPARATED OR DIVORCED PARENTS/CARERS

The school will observe any Court orders in relation to a student. The school cannot be involved in or make judgements on any parental disputes. As a general rule, the school communicates with each identified parent/carer on matters concerning their child. Any changes to communication arrangements should be provided to the school in writing and signed by all relevant parents/carers.

Conditions of Enrolment

At the commencement of their child's education at Claremont College, every parent signs the Conditions of Enrolment form. Point 11 states: "The Principal may terminate the Student's enrolment if the Principal considers that a mutually beneficial relationship of trust and cooperation between the Parents and the School has broken down to the extent that it adversely impacts on that relationship."

COMMUNICATION PATHWAYS

Parents are requested not to contact teachers directly using email, personal phone numbers, or other forms of messaging. Teachers may be contacted via office@claremont.nsw.edu.au or by phoning the school.

From time to time you may need to contact the school about your child. Use this table as guide on who to contact.

AREA	ISSUE	STEPS	CONTACT PERSON

General Enquiries	Events, Dates, Times, Uniforms, Administration, Canteen, Questions, etc.	1st Contact	Office
Medical Updates or issues	Health plans, infectious diseases, medication, etc.		School Registered Nurse
Before, After or Vacation Care	Matters relating to before, after or vacation care	1st Contact 2nd Contact	Team Kids Director or Team Kids helpline Deputy Principal, Mrs Larissa Cameron
Camps and Excursions	Questions, times, requirements, etc. Specific individual medical or wellbeing concerns	1st Contact 2nd Contact	Office Class Teachers School Nurse Ms Cath McKersie (School Counsellor)
Sport	Matters related to trials and training sessions, Gala Days and Carnivals	1st Contact 2nd Contact 3rd Contact	Office Sport Teacher – Mr Joel Geering Head of Specialist (Mrs Cameron)
Teaching and Learning/	My child’s academic progress in the	1st Contact	Class Teachers

Academic/Curriculum	classroom/his or her learning behaviours	2nd Contact 3rd Contact	Head of Teaching & Learning (Ms De Rossi) Deputy Principal, Mrs Ford
Pastoral Care/ Bullying	My child's social, emotional, physical, spiritual, academic, discipline, peer relationships and attendance	1st Contact 2nd Contact 3rd Contact	Class Teachers School Counsellor (Miss McKersie) Deputy Principal (Mrs Cameron)
Specialist Teachers (Languages, Music, Library, PE)	My child's academic progress in specialist classes	1st Contact 2nd Contact	Specialist Teachers Head of Specialists (Mrs Cameron)
Music	Matters related to performances, choir, instrumental hire, tutor fees or instrument advice	1st Contact 2nd Contact	Office Music Teacher – Mrs Davis Deputy Principal (Mrs Cameron)
Extra-Curricular (including individual music lessons)	Matters related to Extra Curricular activities undertaken by an external provider		Tutor or Provider
Fees and Finance	Payment of fees and financial enquiries	1st Contact	Anglican Schools Corporation Head

		2nd Contact	Office Mrs Wiggins
Enrolments	All enquiries about school enrolments	1st Contact	Mrs Kathy-Clare Rochester
Contact Details	Any change of details (address, phone number, email)	1st Contact 2nd Contact	Online Office
Technical Issues	Reports, ICT, etc	1st Contact	IT Manager, Mr Stefan Hamburger

CONSULTATION

At Claremont College we value parent feedback. The school frequently seeks the opinions and perspective of our parent body. Parents are invited to contribute to surveys, discussion groups and attend consultation meetings held by the P&F.

IN CONCLUSION

A positive, collaborative school-parent relationship is important for the wellbeing and successful education of our students/your children. We look forward to continuing on a path that builds strong, trusting relationships and open and respectful communications across all aspects of our wonderful school community.

Your child's/children's continued attendance at Claremont College constitutes your acknowledgement that you have read and agree to be bound by this Code.

The school reserves the right to alter this Code of Conduct at any time at its absolute discretion.

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Policy development: The Principal, in collaboration with staff and parents (March-April 2019)