



JEDDAH PREP AND GRAMMAR SCHOOL

Code of Conduct – Correct Communications

This Code of Conduct is an agreement between the Parent, Guardian, Carer, Visitor and all members of staff employed by Jeddah Prep and Grammar School.

At Jeddah Prep and Grammar School we are very proud and fortunate to have a very dedicated and supportive school community. At our school the staff, governors, parents, guardians and carers all recognise that the education of our children is a partnership between us.

We expect all members of our school community to respect our school ethos, set a good example of their own behaviour both on school premises and during outside events.

As a partnership we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's Class Teacher, Form Tutor, Head of Key Stage, Head of School or the Headmaster, who will be available to meet with you and go through the issue and hopefully resolve it. Ideally, this should be done in the order stated above. Where the issue remains unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations.

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the schools normal operation or activities anywhere on the school premises.
- Any inappropriate and/or disrespectful behaviour on the school premises.
- Using loud language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.

- Damaging school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Relaying and/or sending anonymous concerns and complaints, including unfounded and unreasonable allegations and hearsay.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other sites.
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking, taking illicit substances on school premises.

Thank you for abiding by this code in our school. Together we create a positive and uplifting environment not only for the children but also all who work and visit our school.

It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

What happens if someone ignores or breaks the code?

In the event of any parent/carer or visitor of the school breaking, this code then proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff or governor in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the school will send out a formal letter to the parent/carer with an invite to a meeting.

If the parent/carer refuses to attend the meeting then the school will write to the parent/carer and ask them to stop the behaviour causing the concern and warn that if they do not, they may be banned from the school premises. If after this behaviour continues, the parent/carer will again be written to and informed that a ban is now in place.

‘Think before you post’ We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.

We take very seriously inappropriate use of social media by any adult to publicly humiliate or criticise another parent, member of staff or child.

They should not use social media as a medium to air any concerns or grievances.

Online activity which we consider inappropriate:

- Identifying or posting images/videos of children
- Abusive or personal comments about staff, governors, children or parents
- Bringing the school in disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

Dealing with Concerns

Initial communication should always be made first with Class Teachers/Form Tutors regarding any informal enquiries. Where a parent feels that it would be beneficial to register a formal complaint after first making informal enquiries with Class Teachers/Form Tutors then the nature of the complaint should be expressed in writing (cf. Complaints Policy). The complaint should be addressed in the first instance to the relevant responsibility holder such as the Head of Department, KS Coordinators or Head of School. The responsibility holder, having duly considered the issue and acted on it at

his or her discretion, will then notify the parent in writing, confirming that the matter has been investigated and informing what action has been taken in the light of the concern. If the parent remains dissatisfied, he or she should next approach the Headmaster.

A formal complaint to the Headmaster should commence with the parent briefly setting out in writing the concern together with a statement as to why it is believed that the investigation and or action taken at a lower level was unsatisfactory. The Headmaster will investigate the matter further and independently of conclusions arrived at an earlier stage. The outcome of their investigation will be communicated to parents in writing or in a meeting.

All concerns and complaints should receive an acknowledgement within 24 hours.

- Academic issues should be dealt with by the Class Teacher, Form Tutor, Head of School and/or Head of Department.
- Academic policies should be dealt with by the Head of School or Headmaster.
- Sports provision should be dealt with by the Head of PE.
- Houses should be dealt with by the House Coordinator.

Where a meeting is arranged, colleagues should be accompanied by their Head of School or Department. All letters sent to parents must be approved by the Head of School or Department and Headmaster and filed by the member of staff who despatched them. A copy should be sent to the Headmaster for retention on School files.

What follows is directed towards improving our methods of dealing with complaints, whether formal or informal.

- No institution is perfect. We have the confidence to investigate complaints fairly in an open and self-critical way.
- Adults should not criticise others in front of children until any investigation is complete. The language used should be measured and professional.
- The speed of a response is critical to achieving a satisfactory outcome; things should not be allowed to drag on.
- It is better to bring parties together face-to-face and avoid lengthy, time-consuming correspondence wherever possible. However, a written allegation

requires a written response. Full notes of all such meetings must be kept and filed.

- Complaints should be dealt with by the teacher responsible for the criticised activity.
- In all correspondence; pejorative language should be avoided. Calmness and fairness should be the key.
- Individual complaints should be placed in a broader context. Is there a widely shared concern?

Date of Issue: 30 th November 2020	Reviewer: Headmaster, SLT
Date for Review: 30 th November 2022	Approved: Board of Governors