



## Help for non-English speakers

If you need help to understand the information in this policy please contact Cranbourne West Primary School on (03) 5996 2878.

## **Rationale**

As a school community we create an environment where everyone is encouraged to strive for excellence in an atmosphere of confidence and enjoyment.

## **General Statement**

At Cranbourne West Primary School we believe that it takes the combined efforts of parents, teachers and children to create a learning environment based on mutual trust and respect.

Whilst at school or representing the school in any capacity all parents will behave in a courteous manner and live the school's values of Learn, Trust, Respect and Sense of Humour.

## **Implementation Guidelines**

- Bullying, intimidating or threatening behaviour will not be accepted at any time, for both children and adults.
- If there is disagreement the school expects both parties to discuss the issues involved in a constructive manner that neither threatens nor intimidates any other party.
- Parents, at all times, should avoid confrontation with children in the school grounds. If a parent has a concern on any student management/welfare issues they are to contact their child's teacher who will investigate and refer it to the appropriate person if required.
- Rather than listening to rumours, parents should contact the school to find out what is actually happening.
- Incidents that occur at school should be dealt with by the school. The school has a strong commitment to student well-being and will work to resolve any issues. Sometimes, parents do not agree with the outcome. There is a clear expectation that parents will behave in an appropriate and positive manner when these issues are being resolved. Parents can be assured that extensive investigation would have been completed before contact is made over an incident. We therefore have an expectation that parents respect and support the steps taken in relation to the incident.
- Verbal abuse and swearing by parents is unacceptable and will not be tolerated. Staff at the school will not tolerate abuse over the phone and have been

instructed to hang up if this happens. Extreme cases can result in an Intervention/Trespass Order which can exclude the person from entering school grounds.

- An agreed complaints resolution process is in place and can be obtained by contacting the office or the school's website:
- <https://cranbournewestps.vic.edu.au/wp-content/uploads/2023/08/Complaints-Resolution-Policy-Parents-.pdf>
- Parents, as with staff and volunteers, are expected to respect the confidentiality of other school community members and not to talk about or spread rumours about other children or families.
- Parents are to understand that social media, such as Facebook, is a public forum and as such it is important to use common sense and respectful, positive forms of communication on this media. The expectations for communicating via social media are the same as those when communicating in person or via telephone.
- Parents are expected to participate in any complaint/concerns made regarding his/her child's safety and cooperate with the school's decision.

## POLICY REVIEW AND APPROVAL

<b>Policy last reviewed</b>	May 2024
<b>Approved by</b>	Principal
<b>Next scheduled review date</b>	May 2027