



PARENTS CONDUCT TOWARDS STAFF POLICY

Introduction:

H.A.S. actively encourages to partner with parents/guardians. H.A.S. knows that the students will benefit if the school and the parents are in sync with each other. The H.A.S. staff are willing to listen to parents concerns and are keen to resolve them. H.A.S. seeks to address concerns and resolve matters in an amicable manner and maintain cordial relationship.

The School fosters one of its key values- RESPECT, therefore rude, aggressive and abusive behavior towards any staff member will not be tolerated. If such behavior occurs, the school has laid down the following procedures:

Types of Unacceptable Behavior:

Types of behavior that are considered serious, unacceptable and which will not be tolerated in relation to members of staff, include but are not limited to:

- Shouting, either in person or over the telephone
- Swearing, either in person or over the telephone
- Emails which are sarcastic, combative or aggressive in tone and language
- Constant emails and/or phone calls which amount to threat, harassment and intimidation, despite the school's best efforts to address a situation
- Inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on school portal like MS Teams or in any social networking websites such as Facebook, Instagram, Twitter or in email communication.
- Any form of physical violence, such as pushing or hitting
- Physically intimidation, e.g. standing unnecessarily close to her/him
- The use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- Allegations that turn out to be vexatious or malicious



Informal complaint:

- If a parent, guardian or visitor behaves in an unacceptable way towards a member of the school, the Principal and/or appropriate senior staff will seek to resolve the situation through discussion and mediation. Records will be kept.
- Such discussion will highlight how the behavior of the parent/guardian did not meet the school's expectations and a request will be made that future communications with the school are modified in the light of this.
- A letter will normally be sent to the parent/guardian to confirm this request. Taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints. Concerns ought to be handled, if at all possible, without the need for formal procedures and in the spirit of shared respect and willingness to find a mutually acceptable resolution. The requirement to have a formal complaints procedure need not in any way undermine efforts to resolve the concern informally.

Formal complaint:

- Following any interaction with a parent/guardian or visitor, a member of staff does retain the right to submit a formal complaint about the incident to the Principal.
- Should such a formal complaint be made, then the Principal or designated member of the Senior Leadership Team will investigate the complaint, by speaking to the parent/guardian and the member of staff. Records will be kept.
- During the investigation, any contact with the school will be through a designated member of staff and by prior appointment only.
- The parent/guardian will be informed of the outcome of the investigation by letter.
- The Principal will determine any action to be taken in response to the findings of the investigation.

Actions that could follow such an investigation:

Following the completion of the investigation, the Principal, or member of the school's senior leadership team in their absence, will decide the level of action to be taken.

- A request to meet with the Principal to discuss events



- A letter clarifying to the parent/guardian what is considered acceptable behavior by the school.
- The designation of one member of staff to act as the conduit for communication between the parent/guardian and the school.
- As a last resort, withdrawing permission for the parent/guardian to enter the school site and/or buildings without prior appointment

Removal from school:

Parents/Guardians/visitors who have had permission to enter the school premises withdrawn and continue to cause a nuisance, will be deemed to have committed offence. They will be considered as trespassers.

- In these circumstances, the individual(s) may be removed from the school grounds.
- This may be carried out by a police officer or person authorized by the school. Legal proceedings may be brought against the individual(s) in this situation.

De-registration

If the parent/ guardian continues to exhibit unacceptable behavior, the school reserves the right not to register his/her ward for the next academic year. The school will provide the supporting documents to the Ministry of Education & Higher Education (MoEHE).

The school administration has the right to take the appropriate action while dealing with any incident.

Review and Updates:

The policy has been reviewed on 15th August 2024 and will be reviewed/ updated periodically.