



# St Heliers School

## CODE OF CONDUCT

for parents, caregivers, visitors

St Heliers School is committed to providing a safe and healthy environment for students, staff, and visitors.

Our Code of Conduct serves as a reminder to all parents, caregivers, and school visitors that their conduct must support everyone's emotional and physical well-being, and not harm it in any way. The school's board has set this Code of Conduct for our school.

The Code of Conduct applies:

- to all conduct, speech, and action, and includes emails, texts, phone calls, social media, or other communication
- while on school grounds or at another venue where students and/or staff are assembled for school purposes (such as a camp or sports match).

### Standards of conduct

St Heliers School expects parents, caregivers, and visitors to:

- treat everyone with respect
- work together in partnership with staff for the benefit of students
- respect and adhere to our school values
- set a good example for students at all times
- follow school procedures to handle any complaints \*
- adhere to school policies and procedures (such as those listed below), and any legal requirements.

Examples of unsuitable conduct include:

- threats, bullying, harassment
- profanity/offensive language
- insulting, abusing, or intimidating behaviour
- racism or discrimination (e.g. based on ethnicity, religion)
- physical aggression
- deception/fraud
- damaging school property
- smoking/vaping or possessing or using alcohol/drugs/other harmful substances on school premises or at another venue where students and/or staff are assembled for school purposes (except possession or use of alcohol strictly in accordance with St Heliers School policy)

- placing unreasonable and excessive expectations on staff time or resources
- pursuing a complaint or campaign, or making defamatory, offensive, or derogatory comments, regarding the school, its board, or any staff or students on social media or other public forums
- wearing gang insignia on the school grounds. (This is not allowed under the Prohibition of Gang Insignia legislation, and anyone wearing it will be asked to leave).

### **Dealing with breaches of the Code of Conduct**

How St Heliers School deals with breaches of our Code of Conduct depends on the nature of the incident and its seriousness, and the process any witness or victim of the behaviour feels most comfortable with. Examples include:

- documenting each instance of behaviour, including the date, time, place, who was present, what was said (verbatim if possible), how any witness or victim felt and/or responded
- holding a meeting with the relevant person, the principal, and/or board chair (or their delegate) or appropriate staff member to discuss the problem and possible resolution
- issuing a warning letter that outlines the problem and required resolution, and reminds them of the possible outcomes of repeated conduct
- arranging a meeting, which may include restorative practices, as an alternative or in addition to the processes above.

### **Outcomes of breaching the Code of Conduct**

If a parent, caregiver, or visitor acts or speaks in a way that contravenes the Code of Conduct, possible outcomes may include:

- The school, through the board, may ask a person to leave the school premises by revoking their permission to be on the school grounds, then asking them to leave under section 3 of the Trespass Act 1980.
- Unacceptable behaviour of a criminal nature may result in the police being informed. For example, under section 241 of the Education and Training Act 2020, it is a criminal offence to insult, abuse, or intimidate a staff member within the presence or hearing of any student while on school premises or in any other place where students are assembled for school purposes. Other instances of criminal offending may occur where drugs are involved, an assault has occurred, or a person persists after being trespassed off school grounds.
- In the case of behaviour amounting to harassment, a restraining order may be sought.
- In some instances, it may be appropriate to refer behaviour to a third party for resolution. For example, a Facebook comment that contravenes this policy may result in a report to Facebook. If unacceptable behaviour occurs at a sports event or sports venue, then it may be appropriate to involve the governing body of that sport, event, or venue.

**\* Our Parent Complaints and Concerns Guidelines** (please refer to the school policy on the website)

### **Guidelines**

1. GENERALLY, the first course of action for a parent/caregiver should be to discuss a matter of concern directly with the staff member involved. It is not uncommon for misunderstandings to arise between school and home that can be resolved easily by direct discussion. If this is not successful, the parent/caregiver should speak with the appropriate Team Leader.
2. If the following occurs, the parent/caregiver should inform the Deputy Principal of their concerns:
  - A direct approach to the Team Leader is not effective
  - The parent/caregiver is dissatisfied with the explanation of the Team Leader
  - The parent/caregiver is dissatisfied with the action/behaviour of the Team Leader
  - The reaction is considered to be inappropriate, or the action continues
  - The parent feels unable to discuss the matter directly with the Team Leader

In such events, the Deputy Principal has a responsibility to investigate and discuss these concerns with the Principal, staff members and parent/caregiver.

3. If the issue is still unresolved, the Principal will investigate the concern and work to resolve the issue.
4. If the Principal feels that the matter is beyond his/her responsibility or remains unresolved, then s/he should refer it to the Board through the Presiding Member.
5. If the parent/caregiver is not satisfied with steps taken by the Principal, or if the complaint, other than concerning matters of curriculum, involves the Principal and the complainant has already been to see the Principal with no satisfactory conclusion to the complaint, then the parent/caregiver should write to the Presiding Member of the Board. The Presiding Member will then communicate with the parent regarding the complaint. An appropriate investigation will take place. The Privacy Act 2020 will apply to the investigation.
6. The parent/caregiver will be informed in writing of the measures and processes undertaken regarding the issue.
7. If you are not happy with the response from the school, you can contact the Auckland Ministry of Education office or the Office of the Ombudsman.

---

**I have read and agree to abide by this code of conduct.**

---

Name: (parent/caregiver/visitor)

---

Signature:

---

Name:  
(parent/caregiver)

---

Signature:

Date:

---