

## ISB PARENT/GUARDIAN CODE OF CONDUCT

At ISB we believe in respectful open communication between the school and all community members, and we always welcome feedback from parents. We commit ourselves to considering all concerns or complaints raised and to dealing with them fairly and as swiftly as possible, aiming always to reach resolution through professional, respectful dialogue and mutual understanding. This includes our unwavering commitment to diversity, equality, and inclusion. Consequently, we would aim for all issues to be solved informally and quickly. However, if that is not possible, parents may wish to make a formal complaint. For this we refer to our [Grievance Policy](#) for an outline of the process.

We expect all our members of the ISB community to respect our school ethos and set a good example through their own behavior, both on school premises, but also during activities related to the school, be they on or off campus. The purpose of this code of conduct is to provide the expectations around the conduct of all parents and visitors connected to our school.

Appropriate channels of communication regarding your child's well-being and education:

- Any concern parents have regarding their child's education or well-being must be directed to the class teacher first.
- Any concern parents have regarding a conflict their child might have with another student/ another parent must be directed to the class teacher first.

Children's well-being and a safe environment is paramount to ensuring a positive atmosphere and educational capability at ISB. Should your child be part of a conflict with another child, ISB teachers will handle the situation and inform the parents of all involved students. If needed, the teachers will call you for a meeting to seek input and cooperation in ensuring a positive outcome.

ISB teachers are committed to resolving difficulties in a constructive manner through an open and positive dialogue focusing on the individual child as well as others involved and possible events that led to the conflict.

It is natural that conflicts consist of both facts and feelings. While your child's teacher is committed to embracing both, as a parent, you may not always have access to all the facts when hearing about a situation from your child. Please be assured that ISB teachers will inform

you of what is important for you to know. We encourage you to contact your child's teacher should you have clarifying questions.

Please note that ISB cannot discuss other children with you – just as we assure you that we do not discuss your child with other parents.

Parents usually have a shared wish of their child(ren) to succeed socially and therefore may reach out to each other to settle a conflict, support the children in their behavior, and ensure that everyone feels safe at school and in our local community. We encourage parents to conduct these meetings on their own, if possible, however ISB can help with facilitation if needed. Please note that ISB will only engage in conflict resolution of events that have taken place at school. Be mindful of the way to potentially discuss situations with other parents and ensure that all children at ISB retain their dignity and privacy.

**Parent/guardian behavior that will not be tolerated at ISB:**

- Disruptive behavior which interferes or threatens to interfere with the school's normal operation or activities anywhere on the school premises.
- Using loud or offensive language or displaying excessive temper.
- Be mindful of the way to potentially discuss situations to ensure that children at ISB retain dignity and privacy.
- Threatening or displaying aggression towards members of the school community (students/parents/staff/board members/visitors), whether physical, verbal, or written.
- Approaching someone else's child to scold, discuss or chastise them for the child's actions toward their own child or other children.
- Damaging or destroying school property.
- Sending abusive or threatening phone messages, emails, texts, or other written communication (including via social media) to members of the school community.
- Posting offensive or derogatory comments regarding the school or members of the school community via Facebook or other sites.
- Smoking, any nicotine products (vapes, e-cigarettes, snuff, etc.), taking illegal drugs, or the consumption of alcohol on school premises.

Should **any** of the above occur on school premises or in connection with the school, ISB may feel it is necessary to take action by contacting the appropriate authorities or by banning the offending adult from entering the school premises. ISB reserves the right to re-assess cooperation with parents who act negatively on ISB's learning environment or on the well-being of its students; including threats or threatening behaviour toward children, other parents, and staff members.