
PARENT & GUARDIAN CODE OF CONDUCT POLICY

I. Purpose

Anne Hill International School (AHI) is committed to providing a safe, supportive, and respectful learning environment for all members of our community. This Parent & Guardian Code of Conduct Policy outlines the expectations for how parents, guardians, and caregivers conduct themselves when interacting with staff, students, and other community members in all school-related contexts (whether on campus, at school events, or through digital communications).

The aim of this policy is to promote a **positive school culture**, strengthen home-school partnership, and ensure that all children see adults modelling respectful, responsible behaviour. Behaviour that causes harassment, alarm, or distress is incompatible with the school's guiding statements.

II. Type & Scope

Type: External Policy

A shorter and more concise Parent. & Guardian Code of Conduct will be made available to parents and guardians on the school's communication channels including the website and Parent Portal. For new student enrolments/re-enrolments, parents must sign and acknowledge that they have read the Parent & Guardian Code of Conduct. A concise "Adult Behaviour Expectation" is also included in the Parent-Student Handbook.

Scope

This Policy applies to all parents, guardians, caregivers, extended family members, and any adult authorised to represent or accompany a child. It covers:

- Behaviour on school premises
- Behaviour at school-organised events, on or off campus
- Behaviour in all communications with the school, including email, phone, text and messaging applications
- Behaviour on social media and online platforms when referencing the school or any member of the community

III. Policy Statement

3.1. Connection to School Values

The conduct of parents and guardians is expected to align with AHI's **nine school values**, which underpin the character development, wellbeing, and learning culture of our community. These values guide how we teach, learn, communicate, solve problems, and support one another. Parents and guardians are partners in modelling these values for children, helping them see how the school's expectations are lived out in real-life behaviours.

Adults are encouraged to uphold and model the nine school values through:

- Respectful and empathetic communication
- Responsible decision-making
- Positive engagement with the school community
- Embracing diversity, inclusion, and global-mindedness
- Demonstrating integrity and honesty
- Demonstrating humility
- Supporting children's resilience, growth mindset, and sense of responsibility
- Encouraging collaboration and teamwork

Embedding these values into daily interactions helps ensure that students experience consistency between home and school and grow into confident, principled, and empathetic individuals.



3.2. Code of Conduct

In partnership with the school, parents and guardians contribute to the development of a safe, inclusive, and nurturing environment for all children. Parents agree to uphold the following:

3.2.1. Foster Positive Relationships

- Treat all staff, students, and other parents with courtesy, respect, and kindness

- Model calm, respectful communication for children
- Assume positive intent and approach discussions with openness and collaboration
- Treat all community members with respect, regardless of race, identity, religion, socio-economic background, etc.. and model inclusive behaviour with children

3.2.2. Engage in Constructive Collaboration with the School

- Trust the professional expertise of teachers, staff and school leadership
- Support the school's guidelines, policies, regulations and educational approaches
- Engage actively with school communications (newsletters, emails, Seesaw) and attend scheduled meetings, school events, and orientation sessions when possible
- Communicate concerns respectfully and through appropriate channels (**see Section 3.4**)

3.2.3. Provide Positive Support for Students

- Encourage children to demonstrate the school values
- Avoid speaking negatively about staff or other students in front of children
- Refrain from confronting other children directly
- Reinforce school expectations and student conduct at home, including attendance, punctuality, and dress code

3.2.4. Care for the Environment & School Community

- Respect the school's facilities, property, and learning environment
- Follow campus safety procedures, emergency drills, parking guidelines, and security protocols
- Respect the guidance and instructions from security and safety personnels on campus
- Supervise children responsibly during school events or while waiting during drop-off/pick-up
- Avoid entering restricted or staff-only areas

3.2.5. Use Digital & Social Media Platforms Responsibly

AHI recognises the importance of digital platforms but expects responsible and respectful use when discussing the school community. Parents are encouraged to:

- Use digital platforms responsibly and with positive intent
- Contact the school directly with concerns rather than airing grievances publicly
- Be mindful of tone and context in written messages, recognising that digital communication lacks nuance

3.3. Unacceptable Behaviour

While AHI emphasises positive culture, certain behaviours are not tolerated due to their impact on safety and wellbeing. These include, but are not limited to:

- Shouting or raising one's voice aggressively at staff, parents, or students

- Using insulting, abusive, discriminatory, racist, sexist or threatening language (verbal or written)
- Engaging in physical intimidation, aggressive gestures, or acts of violence (e.g. pushing, hitting, spitting, shaking fists, etc..)
- Sending rude or aggressive emails, messages, or written communication
- Post defamatory, negative, or misleading comments about the school, staff, students, or other parents on social media and other online platforms.
- Share private information, photos, or videos of children or staff without prior consent.
- Create or participate in online groups (e.g. WhatsApp, social media groups) that promote gossip, cyberbullying, speculation, or hostility.
- Use messaging platforms to pressure staff or demand immediate responses outside school operating hours.
- Disrupting learning or school operations
- Wearing attire that is inappropriate for a school environment (e.g. clothing with profanity, short shorts)
- Any behaviour that violates the school's Safeguarding Policy

The school premises are private property. This permission may be withdrawn if behaviour endangers others or disrupts operations.

3.4. Communication & Raising Issues

Parents are expected to follow the School's **Complaint Policy** when raising concerns. The school encourages constructive, solution-focused communication, ideally through direct and respectful dialogue rather than complaints being aired in public. Confidentiality and mutual respect for privacy are essential at all times, particularly in digital communication.

The homeroom teacher is the first point of contact for matters related to academics, curriculum, and student wellbeing. The Learning & Teaching Assistant (LTA) is also available to provide support where appropriate.

If a concern cannot be resolved at this initial level, it may be escalated to the relevant Vice-Principal. Should the matter remain unresolved after the Vice-Principal's involvement, parents may escalate the complaint in writing to the Head of School.

For other enquiries relating to non-academic matters e.g. canteen, transportation, after school activities, parents may contact the Admissions Team via email or the admissions phone numbers.

For more detailed information on the formal stages of the complaint process, please refer to the School's Complaint Policy.

3.5. School's Response Plan to Breaches

Incident Type	Examples of Behaviour	School Response (Progressive Escalation)	Possible Consequences
Disrespectful or Inappropriate Communication Toward Staff	<ul style="list-style-type: none"> Raising voice, speaking aggressively Rude or insulting remarks Repeated late-night/pressuring messages Public complaints instead of using proper channels 	<p>Level 1</p> <ul style="list-style-type: none"> Staff addresses concern calmly in the moment Reminders of communication expectations Offer to schedule a meeting for constructive discussion <p>Level 2</p> <ul style="list-style-type: none"> Formal email reminder Meeting requested with parent to clarify expectations <p>Level 3</p> <ul style="list-style-type: none"> Written warning issued Communication limited to designated personnel only 	<ul style="list-style-type: none"> Written warning Restricted communication channels Suspension from attending school events Temporary ban from campus in serious cases
Parent Approaching or Confronting Another Child	<ul style="list-style-type: none"> Scolding, criticising, or disciplining another child Physical intimidation (e.g., pointing, grabbing arm) 	<p>Immediate Safeguarding Response</p> <ul style="list-style-type: none"> Staff intervenes and stops the interaction immediately Child Safeguarding protocols activated Safeguarding Designated Lead is informed <p>Follow-up</p> <ul style="list-style-type: none"> Meeting with school leadership 	<ul style="list-style-type: none"> Written warning Mandatory safeguarding meeting Temporary or permanent ban from entering school ground Possible report to authorities (depending on severity)
Parent Approaching or Confronting Another Parent	<ul style="list-style-type: none"> Verbal argument or confrontation Use of rude, hostile, or 	<p>Level 1</p> <ul style="list-style-type: none"> Staff/leadership intervenes to de-escalate 	<ul style="list-style-type: none"> Written warning Requirement to avoid contact with specific

	<p>threatening language</p> <ul style="list-style-type: none"> • Conflict during pick-up, school events, or online 	<p>Level 2</p> <ul style="list-style-type: none"> • Mediation meeting facilitated by school <p>Level 3</p> <ul style="list-style-type: none"> • Written warning for breach of conduct <p>Level 4</p> <ul style="list-style-type: none"> • Restrictions to campus or events 	<p>individuals on campus</p> <ul style="list-style-type: none"> • Restriction on attending events • Campus access ban if threatening or aggressive
<p>Aggressive, Threatening, or Violent Behaviour</p>	<ul style="list-style-type: none"> • Physical aggression (pushing, grabbing, throwing objects) • Threats of harm • Attempts to intimidate staff or parents • Repeated hostile behaviour violating warnings 	<p>Immediate Action Required</p> <ul style="list-style-type: none"> • Removal from campus by security; call local authorities if behaviour poses serious harm • Immediate suspension of campus access privileges • Incident recorded as a serious breach <p>Follow-Up</p> <ul style="list-style-type: none"> • Investigation and referral to Head of School and EMB 	<ul style="list-style-type: none"> • Immediate campus ban (temporary or permanent) • Referral to legal authorities if serious harm • Refusal of future re-enrolment
<p>Misuse of Digital Platforms</p>	<ul style="list-style-type: none"> • Defaming staff or school online • Sharing confidential information • Misusing WhatsApp groups to spread rumours, pressure teachers, or coordinate complaints • Posting photos of children without consent 	<p>Level 1</p> <ul style="list-style-type: none"> • Request to remove inappropriate content <p>Level 2</p> <ul style="list-style-type: none"> • Restriction of communication to official channels only <p>Level 3</p> <ul style="list-style-type: none"> • Written formal warning; Meeting with leadership <p>Level 4</p> <ul style="list-style-type: none"> • Escalation for severe or repeated digital misconduct 	<ul style="list-style-type: none"> • Removal of posts • Written warning • Restricted access to teachers and school channels • Ban from campus in severe cases • Possible legal action if defamatory

<p>Behaviour That Endangers Safety on Campus</p>	<ul style="list-style-type: none"> Violating security procedures Ignoring instructions during drills Unsafe driving, parking, or movement on campus Entering restricted or staff-only areas 	<p>Level 1</p> <ul style="list-style-type: none"> Safety reminder and documentation <p>Level 2</p> <ul style="list-style-type: none"> Meeting with operations leadership <p>Level 3</p> <ul style="list-style-type: none"> Written warning <p>Level 4</p> <ul style="list-style-type: none"> Campus access restrictions 	<ul style="list-style-type: none"> Safety sanctions (e.g., no access to parking areas) Written warning Temporary suspension of campus access Permanent access revocation for severe cases
<p>Parent Lobbying / Collective Pressure or Coercion</p>	<ul style="list-style-type: none"> Coordinating groups of parents to pressure staff or leadership Encouraging collective complaints to influence decisions Organising campaigns (online or offline) to coerce outcomes Mobilising parents via messaging groups to challenge school authority 	<p>Level 1</p> <ul style="list-style-type: none"> Formal reminder regarding parent complaint policy and respectful engagement <p>Level 2</p> <ul style="list-style-type: none"> Leadership meeting with involved parents to clarify boundaries and expectations <p>Level 3</p> <ul style="list-style-type: none"> Written warning for coercive behaviour <p>Level 4</p> <ul style="list-style-type: none"> Restricted communication channels and formal behaviour agreement 	<ul style="list-style-type: none"> Written warning Limitation of communication to designated leadership only Suspension from school events Temporary or permanent campus access restriction in serious or repeated cases
<p>Defamation (Online or Offline)</p>	<ul style="list-style-type: none"> False or misleading statements harming the reputation of the school or individuals Spreading rumours presented as fact Publishing or circulating 	<p>Immediate Review by Leadership</p> <ul style="list-style-type: none"> Request for immediate removal or correction of content Formal meeting with parents involved Investigation and documentation 	<ul style="list-style-type: none"> Formal written warning Immediate restriction of communication channels Campus access ban (temporary or permanent) Legal action where reputational or personal harm is significant

	unverified allegations <ul style="list-style-type: none"> • Posting defamatory content on social media, forums, messaging apps or in written form 	If Confirmed Categorised as a serious breach of conduct	
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3.6. Appeal Process

Parents who are restricted or banned from school premises have a right to appeal. Appeals should be submitted in writing to the school's Admissions email. The school's Executive Management Board will review the case, decide on possible reinstatement or other outcomes, and communicate the decision in writing.

IV. Roles & Responsibilities

- **Parents & Guardians** – Uphold the policy by modelling courteous and responsible behaviour on campus and online. Communicate concerns through the proper channels and collaborate constructively with staff. Ensure their actions support a safe, respectful environment for all members of the school community.
- **Management Team** - Oversees policy enforcement and reviews reported incidents. Determines appropriate actions, including mediation, warnings or campus access restrictions.
- **Strategy, Communications & Policy (SCP) Department** - Develops, communicates and reviews the policy. Ensures consistent messaging of the Code of Conduct to parents & guardians across different school communication platforms.
- **Admissions Department** - Introduces the Parent Code of Conduct during the admissions process and ensures families acknowledge it. Re-inforce and execute policy during enrolment and parent relationship management. Flags early behavioural concerns to Management team.
- **Operations Department** - Maintains campus safety and monitors behaviour on school grounds. Records onsite incidents.
- **Teaching & Academic Staff** - Model respectful communication and direct parents to proper channels for concerns. Report conduct issues promptly to the Leadership team.
- **Security Team** - Enforces campus access rules and responds to unsafe or disruptive behaviour. Documents security-related incidents.

V. Review Cycle and Updates

This Parent & Guardian Code of Conduct Policy will be reviewed annually to ensure it remains aligned with best practices, safeguarding standards, and the needs of the school community.

VI. Related Documents, Policies & SOPs

- Complaint Policy
- Safeguarding Policy
- School Communication Policy
- Parent-Student Handbook

Previous Update(s)	N/A	Revision Date:	N/A
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Next Update		Revision Date:	