

Expectations for Parent Conduct and Communication

<p>Policy: Expectations for Parent Conduct and Communication</p> <p>Document Owner: WPQ-LLC</p> <p>Document Author: VP - DCPO</p> <p>Authorised to Edit/ Amend: Senior Management</p> <p>Authorised to Access: All stakeholders</p>	<p>Date of Compilation: Sep 2025</p> <p>Version No: 1</p> <p>Policy Reviewed in March 2026</p> <p>Policy to be reviewed again in April 2027</p>
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1. Preamble

Woodlem Park School recognises that a respectful, cooperative, and professional partnership between parents and the school is essential to ensure student safety, well-being, and academic success.

This Parent Code of Conduct outlines the expectations, responsibilities, and boundaries governing parent interactions with the school community. It aims to ensure that all communication and conduct remain respectful, constructive, and aligned with the school's values, while safeguarding the dignity of staff and the emotional and physical well-being of students.

Failure to comply with this Code may result in restricted access to school premises, withdrawal of privileges, or further action, as deemed appropriate by the school leadership.

2. Scope and Applicability

This Code of Conduct applies to **all parents and guardians** in the following contexts:

- On school premises
- At school gates, bus stops, and dispersal points
- During school events, programmes, and activities
- During written, verbal, and electronic communication
- On digital platforms and social media related to school matters

3. General Expectations of Parents

Parents and guardians are expected to:

- Treat all staff members, students, and other parents with courtesy,

- Communicate in a calm, respectful, and non-confrontational manner
- Follow established school procedures and reporting channels
- Support the school in maintaining a safe, disciplined, and orderly environment
- Model appropriate behaviour for students at all times

4. Communication Responsibilities of Parents

4.1 Official Communication Channels

Parents are required to regularly check and respond to:

- Official school emails
- Circulars and notices
- School portals or authorised parent applications
- Authorised SMS or WhatsApp communications from the Class Teacher

Claims of not having read emails, circulars, or official communication will not be accepted as justification for non-compliance.

4.2 Communication Etiquette

Parents must:

- Use appropriate and respectful language in all forms of communication
- Avoid aggressive, accusatory, or disrespectful tones
- Allow reasonable response time during working hours
- Raise concerns through formal channels, not informal or public forums

Verbal arguments, raised voices, threatening language, or confrontational behaviour towards staff are **strictly prohibited**.

5. Access to School Premises

- Parents must not enter classrooms, corridors, or learning areas without prior written permission from the Head of Section (HOS).
- Meetings with teachers or staff must be scheduled in advance.
- All visitors must report to the reception and follow visitor identification protocols.
- Students escorted by personal attendants must not be left unattended. Any delay must be reported immediately to the reception.
- Dress Code for Parents and Visitors: Parents and visitors are expected to dress modestly and appropriately, in keeping with the values of an educational institution and the cultural context of the UAE. Inappropriate attire, including

shorts

or

three-quarter-length clothing, is not permitted on school premises. The school security team is authorised to restrict entry to any parent or visitor whose attire is deemed unsuitable.

6. Student Safety and Movement

6.1 Early Pick-Up / Early Dispersal

- Early dispersal is permitted **only in genuine emergencies**.
- Requests must be communicated **in advance via official email to the class teacher**.
- **Cut-off timings for requests:**
 - **KG students:** before **9:30 a.m.**
 - **Grades 1 to 12:** before **11:30 a.m.**
- A valid **Gate Pass / Exit Pass**, approved and signed by the **Class Teacher and Head of School**, is mandatory.
- **On-the-spot requests at reception will not be entertained.**

6.2 Non-Parent Pick-Up

- If a non-parent is authorised to collect a child:
 - The **valid Emirates ID details** must be shared **in advance by email** with the class teacher.
 - The **same original Emirates ID** must be produced at the time of pick-up.
- Students will **not be released without proper verification**.

6.3 Personal Belongings & Devices

- The school is **not responsible for loss of personal belongings**.
- Parents must avoid sending valuables, jewellery, or excess cash.
- Non-academic electronic gadgets are **not permitted** unless prior written permission is obtained.

7. Transport and Dispersal Expectations

7.1 General Transport Conduct

Parents are expected to cooperate fully with the school transport system, which is designed to ensure **student safety, punctuality, and smooth operations**.

All interactions with drivers, bus attendants, supervisors, security staff, and teachers must remain **respectful and professional**.

7.2 School Bus Users – Parent Responsibilities

Parents whose children use the school bus service must ensure that:

- Parents are present at the designated bus stop as per the communicated timing.
- The school bus **will not wait** for late students or parents.
- Minor delays due to traffic conditions are normal and unavoidable.
- Parents wait patiently and **do not argue, shout, or misbehave** with transport staff.

Disrespectful, aggressive, or rude behaviour towards transport staff will be treated as a **serious violation** of this Code.

7.3 Bus Route and Trip Restrictions

- Students are not permitted to travel in any bus other than the one officially assigned to them.
- Requests to change bus routes, locations, or trips will not be accepted under any circumstances.
- Grade students will not be permitted to travel in Kindergarten bus trips, as this disrupts routing and compromises child safety.
- If a student is unwell, parents will be contacted and required to pick up the child from school.

7.4 Dispersal Expectations (Bus and Own Transport)

- Parents must collect students **promptly during dispersal**.
- Delayed pick-up creates safety risks and disrupts school operations.
- The school reserves the right to **counsel students** who are repeatedly delayed.
- Parents must not argue or confront staff for such corrective guidance.

7.5 Own Transport – Pick-Up & Punctuality

- Requests for students to go home using **own transportation** must be sent **in advance via official email**.
- Messages sent only to class teachers, bus monitors, or support staff **do not constitute approval**.
- Approval must be confirmed **before parents arrive at school**.
- Students using own transport must be **picked up within 30 minutes** of the official dispersal time.

8. Morning Punctuality

- Students must report to school **before 7:30 a.m.** daily.
- The Class Teacher period begins at 7:30 a.m. and is an important part of the school day. It supports student readiness, well-being check-ins, announcements, routine-building, attendance marking, and preparation for learning.
- Arrival **after 7:30 a.m. will be recorded as a late arrival.**
- The school recognises that occasional traffic delays may happen. Therefore, the school gates remain open until 7:40 a.m., providing a 10-minute buffer beyond the official reporting time.
- **The school gates close at 7:40 a.m.**
- Students arriving after 7:40 a.m. will not be permitted to enter through the regular morning entry process. They will be directed to the designated late-entry process and may enter only after verification and guidance from authorised school personnel.
- School staff may provide corrective guidance to reinforce punctuality.
- Parents must support these measures and **must not challenge staff** for addressing lateness.

9. Respect for School Policies and Decisions

Parents are expected to respect and comply with all school policies and decisions.

Concerns must be raised through **formal channels only.**

Attempts to bypass procedures, apply pressure, or publicly challenge school decisions are unacceptable.

10. Prohibited Conduct

The following behaviours are strictly prohibited:

- Verbal abuse, shouting, or intimidation
- Disrespect towards staff, students, or other parents
- Spreading misinformation or defamatory remarks
- Recording staff or students without consent
- Posting grievances on social media instead of using official channels
- Interfering with school operations or supervision duties

11. Responsibilities Towards Student Development

Parents are expected to:

- Reinforce school rules and expectations at home
- Ensure regular attendance and punctuality
- Support academic, behavioural, and counselling interventions
- Collaborate with teachers, counsellors, and leadership
- Encourage responsible behaviour and digital citizenship

12. Special Instructions

- Birthday celebrations involving treats or gifts **are not permitted** in school.
- Parents are encouraged to **donate a book** to the class or school library instead.
- Students availing school transport **must not use alternative transport** without written approval, except in emergencies.

13. Non-Compliance and Consequences

Failure to adhere to this Code may result in:

- Written warnings
- Restricted access to school premises
- Mandatory meetings with school leadership
- Further action as deemed necessary to ensure **student safety and staff well-being**

14. Final Note

This Parent Code of Conduct is designed to protect **students, staff, and parents alike**, and to ensure that Woodlem Park School remains a **safe, respectful, and collaborative learning environment**.

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