



INTERACTION POLICY BETWEEN PARENTS, CHILDREN AND GREYTON HOUSE STAFF

1. INTRODUCTION

All members of Greyton House Village School (GHVS) community have the right to dignity and to be treated in a manner consistent with providing an environment conducive to effective education and learning. GHVS promotes an environment of trust in which criticism may be both made and received constructively. GHVS shall take the appropriate action necessary to ensure that this environment is maintained and fostered and to prevent harm that may be caused by behaviour adverse to this aim.

This policy shall apply to the parents of learners enrolled at GHVS and the staff of GHVS.

2. PURPOSE

The purpose of this policy is to establish the principles governing the interaction between parents and the staff of GHVS and the channels of communication to be adhered to in this interaction.

3. POLICY STATEMENTS

Interaction between members of the GHVS community

- 3.1. All members of the GHVS community shall respect the right of learners to learn and educators to provide effective education. Behaviour by any educator, administrative staff member or parent that fails to respect these rights shall constitute a breach of this policy.
- 3.2. It is the responsibility of all members of the GHVS community to familiarise themselves with and abide by the provisions of all policies, as well as all supporting procedures, standards, and guidelines applicable to them.
- 3.3. Policies, procedures, standards, and guidelines will be published on the GHVS website, as and when they are available. They will also be available in physical or electronic form from the school office, with whom arrangements may be made to obtain copies.
- 3.4. It is the responsibility of all parents and staff employed by GHVS to assist the learners to become aware of and abide by the provisions of all GHVS policies, procedures, standards and guidelines.
- 3.5. Communication between parents and staff of GHVS shall be conducted at a time and in a manner that allows full and proper discussion of the issues under consideration.
- 3.6. Educators, administrative staff and parents shall treat one another with courtesy at all times. Confrontations, particularly public confrontations, unprofessional and/or provocative behaviour between any person within the GHVS community, will, by its nature have a negative impact on an environment conducive to effective learning and will be viewed in a serious light.

- 3.7. “Bad-mouthing” of GHVS, or members of the school community by educators, administrative staff and parents may cause both reputational and financial harm to the school. Members of the community are encouraged to report incidents of “bad mouthing” to the principal of the school. This includes incidents of spreading of rumours, gossiping and discussing unhappiness with the incidents related to the school using electronic devices, such as via sms or e-mail or on social networking sites. If any harm is caused to the school, it may take appropriate action against perpetrators of “bad mouthing” including, but not limited to, the recovery of financial damages suffered by GHVS.
- 3.8. The undermining of authority or the incitement of a learner to display contempt or disrespect to a parent or any person in authority, by a member of the community shall be regarded in a serious light.
- 3.9. Parents and the school’s staff, while encouraged to support the schools, shall conduct themselves in a proper and sporting manner at all times when attending sporting and extra mural activities. All interaction with persons, acting as officials, placed in authority of GHVS learners or any other person, as well as the learners themselves, shall be conducted properly and discretely. Interference or attempted interference with officials, persons in authority, or the learners shall be regarded in a serious light.
- 3.10. The unauthorised access to, and/or the communication of any information owned by or under the control of GHVS, may constitute a breach of confidentiality and/or the right of protection from the unauthorised disclosure of private personal information. Any member of the community aware of such abuse is encouraged to report it to the principal. GHVS may take appropriate action against any members of the community in breach of their duty of confidentiality, or privacy of personal information.

4. CAUTIONARY PROCEDURES

- 4.1 GHVS learners who contravene its policies, procedures or standards shall be subject to the disciplinary procedures adopted by GHVS.
- 4.2 The school’s employees who contravene the schools policies, procedures or standards shall be subject to the disciplinary procedures adopted by the school and agreed to as terms of their employment by GHVS.
- 4.3 Parents of GHVS learners who contravene the school’s policies, procedures or standards or acts in any manner that negatively impacts on an environment conducive to effective learning at GHVS, shall be subject to the following cautionary procedures:

Consultation

- 4.3.1. A parent who contravenes the provisions of this policy or acts in a manner that negatively impacts on an environment conducive to effective learning at GHVS may be requested by the principal or a person appointed by the principal to attend a meeting to discuss the contravention.

Written caution

- 4.3.2. Should the conduct of the parent be sufficiently serious, or if the parent repeatedly contravenes the provisions of this policy, or acts in a manner that negatively impacts on the environment conducive to effective learning at GHVS, the principal or appointed other, may address a written warning to the parent requesting that the parent desists from such behaviour.
- 4.3.3. A written caution shall provide that the parent acknowledges the letter within a specified period, allow for consultation relating to the parents’ conduct to take place and state what action may be taken by GHVS if the negative conduct persists.

Cautionary hearing

- 4.3.4 If the parent fails to respond to the written caution or despite the written caution persists with the negative conduct, the principal, or appointed other, may require a cautionary hearing.

- 4.4.4. Notice of not less than seven days notice, from the delivery of the Notice of Cautionary Hearing shall be given to the parent. The notice shall set out the purpose of the hearing, the time and venue of the hearing and a copy of the procedures for a cautionary hearing.
- 4.4.5. A cautionary hearing may proceed despite the absence of the parent provided the principal or appointed other, is satisfied that notice of the hearing has been properly provided to the parent.
- 4.4.5. The principal shall appoint three senior persons from GHVS, or any other person, to preside over the cautionary hearing one of whom may be one of the Principal.
- 4.4.6. A cautionary hearing is internal to GHVS and neither the parent nor GHVS shall be permitted to have legal representation at the hearing.
- 4.4.7. A written record of the proceedings shall be made and retained by GHVS.
- 4.4.8. Within forty-eight hours of the hearing the principal, or appointed other, shall address a letter to the parent informing the parent of the findings of the persons appointed to preside over the hearing.

Appeal

- 4.4.9. If a parent is aggrieved by a decision of the persons appointed to preside over the cautionary hearing the parent shall be entitled with seven days of receipt of the decision, to appeal, in writing to the principal against the decision.
- 4.4.10 The appeal shall briefly state the reason that the parent is aggrieved.
- 4.4.11 The principal shall consider the written record and, if she deems it necessary, consult with one or all of the persons appointed to preside over the cautionary hearing.
- 4.4.12 The principal shall, within seven days of receipt of the notice of appeal, meet with the parent to discuss the parent's appeal.
- 4.4.13. The principal shall, if she feels it necessary, refer any points of dispute to any of the persons appointed to preside over the cautionary hearing.
- 4.4.14 The principal shall, within forty eight hours, of meeting with the parent, confirm the decision of the disciplinary hearing; refer the matter back to the disciplinary committee to reconsider any issue in dispute or reconsider their decision; or direct any amendments to the sanctions imposed.
- 4.4.15 Written notice of the principals decision shall be provided to the parent and a copy shall be retained with all records of the proceedings.
- 4.4.16. The decision by the principal given on the appeal by the parent shall be final.

5. GRIEVANCE PROCEDURES

- 5.1 If communication in the normal course and in accordance with the procedures provided from time to time by GHVS, has failed to resolve an issue communicated to a educator or a member of GHVS staff and a parent remains aggrieved, the parent shall address in writing to the principal.
- 5.2 The principal shall investigate the Grievance complained of and either request the parent to attend a consultation, with a view to resolving the issue complained of, or advise the parent of the action taken to remedy the grievance complained of.
- 5.3 The parent shall be invited to the consultation or informed of the action taken within seven days of receipt of the written grievance

Adopted by GHVS on 22 May 2018