



# ST JOHN'S

INTERNATIONAL SCHOOL

## TERMS & CONDITIONS

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# 1 TERMS AND CONDITIONS

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The online version of the Terms and Conditions will always be the current version. The Appendix contains the definitions of key terminology used in this document.

## 2 ACCEPTANCE

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**New Students:** The Application Form will only be considered valid if:

- a. It is signed by a Parent/ Guardian;
- b. The Application Fee has been paid prior to receiving an invoice for such fee, in order to expedite the process.
- c. The documents requested on the Application Form are included or date of future receipt agreed with the Admissions Department.

**Returning Students:** Use our online Re-Enrolment Form and accept the Terms and Conditions, to validate the Re-Enrolment Form. On receipt of the Signed Re-Enrolment Form, a place is offered for your child.

## 3 SCHOOL FEES (APPENDIX II)

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- (a) By signing the Application Form/Re-Enrolment Form, you are (re)enrolling a student for a particular school year and You agree to pay the applicable Tuition Fees. The Tuition Fee is specified in the Application or Re-Enrolment Form and on the School's website. The full Tuition Fee is payable within 30 days of the invoice date. Termly payment instalments may be arranged with the Business Manager, which will result in an annual administrative fee of €750. If paying in instalments, all fees must be paid by 1 April of the current school year. The Tuition Fee covers all curricular activities that are a compulsory element in the student's learning programme and excludes the one-time Campus Development Fee. Interest and other charges may be levied in the event of late payment. The School reviews the Tuition Fees on an annual basis and reserves the right to modify the Tuition Fees accordingly. The modification of the Tuition Fees shall be published on the School's website and You will be notified in writing.
- (b) Additional services offered by the School are not included in the Tuition Fees. They are subject to Additional Fees and invoiced separately. They include, but are not limited to, the bus service, co-curricular field trips, private music lessons, extra and/or co-curricular activities programme, lunch service, speech therapy, occupational therapy and tutoring.
- (c) Each person who has signed the Application / Re-Enrolment Form is liable for the whole of the Application Fees, Campus Development Fee, and Fees due. The persons who have signed the Application Form / Re-Enrolment Form remain liable to the School for all amounts due unless the School has agreed in writing to look exclusively to any other person or organisation for payment of the Fees or any part of them. Nevertheless, You remain jointly and severally liable for the full payment of all invoices of the School.

- (d) All late payments are subject to interest on the unpaid sum at a rate of twelve percent (12%) per annum. Late payment interest on the unpaid sum begin to accrue on the date the payment is due and continues to accrue monthly until the date the payment, including the unpaid sum, interest and other charges and costs (if any) incurred by the School following this late payment (such as but not limited to administrative costs and legal fees), is paid in full. The application of late payment interest provided for in this article shall be in addition to any other remedies available to the School under the Agreement or otherwise. In the case of a late payment exceeding thirty days from the date of sending You the first reminder to remit the amounts due, the School is empowered, at its sole discretion to:
- Terminate the Agreement with immediate effect and to claim damages;
  - Suspend a student from classes, withhold a student's graduation, prevent a student from sitting examinations, hold back any school records such as but not limited to a student's report cards, transcripts and any other information or documents that the School may possess. The above actions shall not reduce the debt in any way;
  - Charge an administrative cost of €15 for every reminder sent; and/or
  - Inform any other educational establishment, to which You propose to send the student, of the outstanding debt towards the School.
- (e) Fees will not be reduced as a result of absence due to illness or otherwise (including but not limited to absence following an expulsion or suspension). If your child takes study leave at home before or during public examinations or stays at home following those examinations, there is equally no reduction of fees.
- (f) The Application Fee covers the costs of the Admissions Department processing the initial application. It is non-refundable whether the application is successful or not.
- (g) New students - If the School is not notified by You in writing of the cancellation of the enrolment of a new student at least three months prior to such student starting at the School, a fixed indemnity of 10% of the Tuition Fees shall be due by You.
- (h) Current students –
- (i) Departure/withdrawal prior to the start of the new school year  
Once the Re-Enrolment Form is signed by You and You wish to withdraw the student for the following school year prior to the start date thereof, You must notify the School in writing before the 1<sup>st</sup> of June. Notification to cancel the re-enrolment received by the Business Manager as from the 1<sup>st</sup> of June onwards and prior to the start of the school year in August shall result in a fixed indemnity of 10% of the Tuition Fees.
- (ii) Departure/withdrawal during the school year  
The School must be notified in writing of the departure or withdrawal of a Student during the school year as soon as possible and at least three months prior to the departure or withdrawal date. In the event of a departure or withdrawal of a Student during the school year, the School shall reimburse the Fees paid in accordance with the following scheme:
- A departure or withdrawal during or by the end of the first Semester of the school year shall entitle You to a reimbursement of 25% of the annual Tuition Fee if a departure or withdrawal notice is received by the School on or prior to October 15<sup>th</sup> of the school year;

- For a departure or withdrawal during or by the end of the first Semester of the school year, if notice is received by the School after October 15<sup>th</sup> of the school year: You are not entitled to any reimbursement of the annual Tuition Fees;
  - A departure or withdrawal during the second Semester of the school year: You are not entitled to any reimbursement of the annual Tuition Fees.
- (i) Notification in accordance with article 3 (g) or (h) can be addressed to the Business Manager. E-mail notification is acceptable for such purposes.
- (j) All Application Fees and Fees charged are exclusive of any VAT, similar taxes, duties, or similar charges, direct or indirect, which may be levied, if required by law.
- (k) Without prejudice to the provisions of article 3(h) hereof, You accept that all fees (including, but not limited to the Tuition Fees) are non-refundable. We will use all reasonable efforts to provide alternative teaching, including remote learning, if the School is required to temporarily close due to circumstances outside the School's control.

## 4 SCHOOL RULES

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- (a) It is a condition that your child complies with the most current School Rules. In particular, You undertake to ensure that your child attends School punctually and that your child conforms to such rules of appearance, dress and behaviour as issued by the School.
- (b) The School reserves the right to search all property on the School premises in accordance with Belgian law. This policy is adopted with the aim of safeguarding the health and safety of students.
- (c) The School reserves the right, subject to applicable data protection legislation, to monitor your child's e-communication and internet use for the purpose of ensuring compliance with the School Rules. ICT rules are issued at the start of the school-year directly to Parents/Guardians.

## 5 DISCIPLINARY PROCEDURES

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- (a) The review of serious disciplinary matters is governed by the Complaints Procedure.
- (b) The School Rules set out examples of offences likely to be punishable by suspension or expulsion. These examples are not exhaustive, and indeed the Head of School may decide that suspension or expulsion for a lesser offence is justified where there has been previous misbehaviour. All aspects of the student's record at the School may be taken into account.
- (c) The Head of School, at his/her discretion, may suspend or, in serious or persistent cases, expel your child from the School if he/she considers that your child's attendance, progress or behaviour (including behaviour outside school) is in the School's best interests, or those of your child, or other children.

- (d) The Head of School may at his/her discretion exclude You from the campus or require You to remove or may suspend or, in serious or persistent cases, expel your child if the behaviour of either of the parents/guardians is, in the opinion of the Head of School, unreasonable and affects or is likely to affect adversely the child's or other children's progress at the School or the well-being of School staff or to bring the School into disrepute.
- (e) Should the Head of School exercise this right, You will not be entitled to any refund or remission of Fees or supplemental charges due (whether paid or payable).
- (f) The School will act in a way that is reasonable in all the circumstances when taking decisions.

## 6 THE SCHOOL'S OBLIGATIONS

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- (a) While your child remains a student of the School, the School undertakes to act in *loco parentis* in respect of his or her education and welfare. This obligation will apply during School hours and at other times when your child is participating in activities organised by the School.
- (b) In accordance with the law, the School will not subject your child to corporal punishment. We will not subject your child to physical contact except where such contact may be deemed appropriate in order to avert an immediate danger of personal injury, an immediate danger to property or another person. Unless you notify us to the contrary, you consent to your child participating, under proper supervision, in contact sports and in other normal sports and activities which may entail some risk of physical injury.
- (c) If your child requires urgent medical attention while under the School's care, the School will attempt to obtain your prior consent. However, should the School be unable to contact You, the School is authorized to make the decision on your behalf should consent be required for urgent treatment (including anaesthetic or operation) recommended by a doctor.
- (d) The School publications describe the broad principles on which the School is presently run and is correct at the time of printing. However, from time to time it may be necessary to make changes to any aspects of the School, including the curriculum, and the School reserves the right to do so.
- (e) We shall monitor your child's progress at the School and produce regular written reports. The School shall advise You if We have any concern about your child's progress, but the School does not undertake to diagnose special educational needs, for example, dyslexia or other specific conditions. A formal assessment can be arranged either by You or by the School at your expense. You may be asked to withdraw your child without being charged fees, if in the opinion of the Head of School, the School cannot provide adequately for your child's special educational needs.

## 7 THE PARENTS' OR GUARDIANS' OBLIGATIONS

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- (a) It is a condition of your child's joining the School that You complete and submit to the School a medical questionnaire in respect of your child. You undertake to inform the School of any health or medical condition, disability or allergy that your child has or subsequently develops, whether long-term or short-term, including any infections. If the School so requires, due to a health risk either presented by your child to others or presented to your child by others or by reason of a virus, pandemic, epidemic or other health risk, You undertake to keep your child at home and not permit him/her to return to the School until such time as the health risk has been averted.
- (b) You undertake to inform the School of any situations where special arrangements may be needed in relation to your child.
- (c) The School is entitled to treat any instruction, authority, request or prohibition received from any person who has signed the Application / Re-Enrolment Form as having been given on behalf of both or all such persons.
- (d) The School expects full attendance during the school year. The Principal's prior consent should be sought for absence from the School. After two days' medical absence, a doctor's note is required.
- (e) We cannot accept any responsibility for the welfare of your child while off the School premises and before or after the end of the School day unless he/she is taking part in a School activity or otherwise under the supervision of a member of the School staff.
- (f) If You have cause for concern as to a matter of safety, care, discipline or progress of your child You must inform the School without delay.
- (g) In the case of students receiving any type of Additional Learning Support, the School has the right to terminate the enrolment without any recourse to the courts and without any compensation in the following instances:
- The Parents/Guardians fail to disclose information relevant to learning and emotional issues that affect the learning abilities of the student;
  - The Parents/Guardians fail to collaborate in following up the recommendations of the School (i.e. assessments/counselling, additional therapies);
  - The School considers it is no longer able to meet the student's needs.
- In each of the aforementioned cases the decision to terminate the enrolment is taken by the Head of School after having received advice from the School Principal and therapists / specialists where appropriate, as well as the Parents/Guardians. The School will inform the Parents/Guardians in writing providing a notice of not less than 3 months.
- (h) In order to fulfil our obligations, the School needs your cooperation, in particular by: fulfilling your own obligations under the Terms and Conditions. These include but are not limited to:
- Encouraging your child in his or her studies;
  - Giving appropriate support at home;
  - Keeping the School informed of matters which affect your child;

- Maintaining a courteous and constructive relationship with School staff;
  - Attending meetings and maintaining contact with the School concerning your child's interests.
- (i) The School expects Parents / Guardians to behave in a reasonable way towards its staff and to abide by the Inspired Parent Code of Conduct (Appendix III). The following are examples of behaviour that are considered serious and unacceptable that will not be tolerated by the School. This list aims to provide illustration of such behaviour and is therefore not exhaustive:
- Actual or threatened physical assault on staff;
  - Psychological abuse of staff;
  - Verbal abuse, which includes shouting, swearing and gestures;
  - Written abuse against a staff member or the School through emails or social media;
  - Threats against employees;
  - Physical intimidation of staff, e.g. standing very close;
  - Racist or sexist comments;
  - Breaking the School's security procedures.

## 8 INSURANCE

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The School's insurance policy only covers the students' general liability to third parties (students / other persons) when they are under the School's supervision and personal accidents of the students who participate in any school-activities (including summer camps and summer school).

## 9 CONFIDENTIALITY AND REFERENCES

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- (a) At your request, the School will provide information and a reference of your child to any educational institution which You choose for your child. Any reference supplied by us shall be confidential. We will take care to ensure that all information that is supplied relating to your child is accurate and any opinion given on his/her ability, aptitude for certain courses and character is fair and grounded. However, the school will not be liable under any circumstance for the decisions of other schools as a result of reasonably given opinions or correct statements of fact contained in any reference or report provided by us.
- (b) You consent to our providing references that may contain information relating to the reason for your child's leaving the School in the case of expulsion. Any reference supplied by us shall be confidential.

## 10 CHANGES IN OWNERSHIP

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For the purposes of constitutional changes to the School or amalgamation, We reserve the right to transfer the undertaking of the School to any other natural or legal person, and to assign the benefit of this contract in connection with any such transfer, and/or to amalgamate the School with any other educational institution. Where appropriate the School will inform all Parents/Guardians in relation to such changes.

## 11 TERMINATION

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- (a) The School shall be entitled to terminate this agreement forthwith by notice in writing without prejudice to its other remedies and without recourse to the Court, and without any obligation to return any deposit or fees paid to You if You are in material breach of any of your obligations and have not (in the case of a breach which is capable of remedy) remedied the same within 14 days of a notice from the School requiring it to be remedied (including for the avoidance of doubt persistent non-payment or material default under these Terms and Conditions).
- (b) Either party may terminate this agreement forthwith by notice in writing without prejudice to its other remedies if the other (in your case) is unable to pay its debts or is declared bankrupt or (in the School's case) becomes insolvent or goes into liquidation or receivership or administrative receivership or is wound-up for any reason.
- (c) For the avoidance of doubt, this agreement shall terminate at the end of your child's schooling at St. John's, once all fees are paid up, either upon the student's departure or at the end of a school year.

## 12 FORCE MAJEURE

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- (a) In this agreement "force majeure" shall mean any cause beyond a party's control (this includes strikes, other industrial disputes, "act of God", war, riot, civil commotion, compliance with any law or governmental order, rule, regulation or local authority direction, accident, fire, flood, storm, natural disaster, pandemic or epidemic of any disease, terrorist attack, chemical or biological contamination).
- (b) In the event of a "force majeure" arising which prevents or delays the School's performance of any of its obligations under this agreement, the School shall forthwith give You notice specifying the nature and extent of the circumstances giving rise to the "force majeure". Provided that the School has acted reasonably and prudently to prevent and minimize the effect of the "force majeure", the School will have no liability in respect of the performance of its obligations. During such circumstances, the School shall use its best endeavours to provide alternative teaching, including remote learning.
- (c) If the School is prevented from performance of its obligations for a continuous period greater than four months, the School shall notify You of the steps it shall take to ensure performance of the agreement.

## 13 COMMUNICATIONS

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All notices required to be given under these Terms and Conditions must be given in writing including e-mail. You undertake to notify the School of any change of address of any person who has signed the Applications Form / Re-Enrolment Form. Communications (including notices) will be sent by the School to the address shown in its records. Notices that You are required to give under these Terms



and Conditions must be addressed to the Admissions Office and sent to the School's address.

## 14 SCHOOL PROPERTY LENT

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- (a) From time to time the school may lend equipment for a student's exclusive use whilst a student is at St. John's, or for a shorter period where specified. Such equipment may include but not be limited to Netbooks, Computers, School Lockers, Sports Equipment, Calculators and will remain the property of the School. Such equipment can be used in and outside of school.
- (b) The equipment is your full responsibility at all times in regards to loss, theft or damage and you will be liable and invoiced for the costs of repairs and / or replacement.

## 15 DATA PROTECTION AND USE OF IMAGES

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By providing information requested to the School, You agree that the School holds personal data about You and/or the student You enroll. You confirm that the School may process this information for educational, administrative, operational, informational purposes, and/or for the purposes of sending marketing communications (with your authorisation), and information related to the School's educational activities. The School may transfer the information within or outside the European Union in relation to the School's activities and amongst others its affiliates in the United Kingdom or elsewhere or to third parties for the provision of services such as extracurricular activities, transport service, catering service or for the provision of a service directly related to the purposes described. They may also be transferred by legal obligation. Personal data will not be otherwise made publicly available.

The personal data will be kept for the time necessary to comply with the educational purposes and during the period of stay of the student in the School. The School is also obliged to keep data to comply with legal obligations and following the data retention periods required by the Belgium sectoral regulations. When they are no longer necessary for the purposes collected, they will be duly erased with adequate security measures.

The School will carry out image processing and / or video recording of educational activities to promote and advertise the School's activities, both in the educational community and the general public, and for their publication. For this purpose, Parents' consent or student older than 13 years of age consent will be sought.

This consent may be revoked at any time, free of charge by sending a written request to the School.

The use of the students' images will be carried out in accordance with the provisions of European Regulation 2016/679 GDPR and Data Protection Act (2019). These images will not be used for any other purpose or transferred to unauthorised third parties.

You can exercise the rights of access, rectification, portability, limitation and object by sending a written request together with your ID document to our Data Protection Officer, at the following address: [privacy@stjohns.be](mailto:privacy@stjohns.be).

## 16 JURISDICTION AND GOVERNING LAW

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The contract between You and the School is governed by Belgian Law. You agree with us to submit to the exclusive jurisdiction of the Nivelles courts.

## 17 VARIATIONS

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We reserve the right to change or add to these Terms and Conditions from time to time for legal, safety or other substantive reasons or in order to assist the proper delivery of education at the School. The School will send You notice of any such modifications prior to the end of the penultimate quarter before the modifications are to take effect.

## APPENDIX I

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### Definitions

**Additional Fees:** Fees that may be charged for goods and services other than the Tuition Fees and the Application Fees.

**Additional Learning Support:** Extra services such as but not restricted to, speech therapy, occupational therapy, tutoring, psychological assessment.

**Application Fees:** Fees required when Parents/Guardians are submitting an Application Form.

**Application Form / Re-Enrolment Form:** Form provided by the School for parents/guardians to complete when applying or re-enrolling for a place for their child at the School.

**Campus Development Fee:** Fee that is paid by every new student at the time of their first Tuition Fee invoice.

**Complaints Procedure:** Procedure for handling complaints from parents or guardians, as amended from time to time for legal or other substantive reasons or in order to assist the proper administration of the School.

**Contract:** These Terms and Conditions form the terms of a contract between You and St. John's International School ASBL and constitute the entire agreement between the parties.

**Data Protection Officer:** Is a role which ensures that the School processes the personal data of its students, parents, staff, customers, providers or any other individuals (also referred to as data subjects) in compliance with the applicable data protection rules.

**Head of School:** The person responsible for the day-to-day operations of the School, including anyone to whom such duties have been duly delegated.

**Fees:** refers to both Tuition Fees and Additional Fees.

**Our:** St. John's International School ASBL or its duly authorized representative.

**Parents/Guardians:** Each person who has signed the Application Form or Re-Enrolment Form, or a person who with the School's written consent replaces the signatory to the requisite Forms.

**Personal data:** Any information about the individuals that make them identifiable.

**Principal:** The person responsible for the day-to-day operations of a School Section.

**School:** St. John's International School ASBL or its duly authorised representative.

**School Day:** Any part or whole of a day when the School is in session.

**School Rules:** Rules of the School as provided in the Parent/School Handbook for each School Section. The online version will always be the current version and You will be notified of any substantive new changes.

**School Section:** Primary School, Middle / High School.

**Semester:** Comprises approximately half of the school year. (Late August to mid-January).

**Tuition Fees:** Fees charged for educational instruction by the School and excludes Campus Development Fee.

**We:** St. John's International School ASBL or its duly authorized representative.

**You:** Each person who has signed the Application Form / Re-Enrolment Form, or a person who with the School's written consent replaces the signatory to the requisite Forms.

# APPENDIX II

## SCHOOL FEES 2023 - 2024

### Application Fees

New Students only € 1.000

### Campus Development Fee

New Students only € 500

### Tuition Fees (Applicable from September 2023)

School	Grade	Amount
Early Years	Early Years 1 - Day Care	€ 13.200
	Early Years 2 - Timbertots	€ 13.200
	Early Years 3 - Pre-K1	€ 18.165
	Early Years 4 - Pre-K2	€ 18.165
	Early Years 5 - Kindergarten	€ 24.410
Primary School	Grade 1	€ 34.145
	Grade 2	€ 34.145
	Grade 3	€ 34.790
	Grade 4	€ 34.790
	Grade 5	€ 34.790
Middle School	Grade 6	€ 37.070
	Grade 7	€ 39.285
	Grade 8	€ 39.285
High School	Grade 9	€ 39.960
	Grade 10	€ 41.565
	Grade 11	€ 41.565
	Grade 12	€ 41.565

Private payers have the option of paying in instalments. Contact the Business Office for more information.

### Boarding

Weekly Boarding (Sunday night to Thursday night) € 15.710

Full Boarding (Sunday night to Saturday night) € 17.970

Includes breakfast, lunch and dinner

### Bus Fares

Round Trip Pending

One way Pending

A sibling discount of 10% is available for the second and each subsequent child using the bus service.

## SCHOOL FEES 2023 - 2023 LATE ENROLMENT

### Application Fees

New Students

€ 1.000

### Campus Development Fee

New Students

€ 500

### Tuition Fees

School	Grade	Amount 01/12/2023 - 15/02/2024	Amount 16/02/2024 - 31/03/2024	Amount April 2024	Amount May 2024	Amount June 2024
Early Years	Early Years 1 - Day Care	€ 9.900	€ 7.920	€ 5.940	€ 3.960	€ 1.980
	Early Years 2 - Timbertots	€ 9.900	€ 7.920	€ 5.940	€ 3.960	€ 1.980
	Early Years 3 - Pre-K1	€ 13.624	€ 10.899	€ 8.174	€ 5.450	€ 2.725
	Early Years 4 - Pre-K2	€ 13.624	€ 10.899	€ 8.174	€ 5.450	€ 2.725
	Early Years 5 - Kindergarten	€ 18.308	€ 14.646	€ 10.985	€ 7.323	€ 3.662
Primary School	Grade 1	€ 25.609	€ 20.487	€ 15.365	€ 10.244	€ 5.122
	Grade 2	€ 25.609	€ 20.487	€ 15.365	€ 10.244	€ 5.122
	Grade 3	€ 26.093	€ 20.874	€ 15.656	€ 10.437	€ 5.219
	Grade 4	€ 26.093	€ 20.874	€ 15.656	€ 10.437	€ 5.219
	Grade 5	€ 26.093	€ 20.874	€ 15.656	€ 10.437	€ 5.219
Middle School	Grade 6	€ 27.803	€ 22.242	€ 16.682	€ 11.121	€ 5.561
	Grade 7	€ 29.464	€ 23.571	€ 17.678	€ 11.786	€ 5.893
	Grade 8	€ 29.464	€ 23.571	€ 17.678	€ 11.786	€ 5.893
High School	Grade 9	€ 29.970	€ 23.976	€ 17.982	€ 11.988	€ 5.994
	Grade 10	€ 31.174	€ 24.939	€ 18.704	€ 12.470	€ 6.235
	Grade 11	€ 31.174	€ 24.939	€ 18.704	€ 12.470	€ 6.235
	Grade 12	€ 31.174	€ 24.939	€ 18.704	€ 12.470	€ 6.235

Private payers have the option of paying in instalments. Contact the Business Office for more information.

### Bus Fares

Round Trip

Pending

Pending

Pending

Pending

Pending

One way

Pending

Pending

Pending

Pending

Pending

A sibling discount of 10% is available for the second and each subsequent child using the bus service.

### Boarding Fees

Annual		December - February		March - June	
Weekly	Full	Weekly	Full	Weekly	Full
€ 15.710	€ 17.970	€ 10.212	€ 11.681	€ 6.284	€ 7.188

Daily Fee

€ 104

Weekly Boarding (Sunday night to Thursday night)

Full Boarding (Sunday night to Saturday night)

Includes breakfast, lunch and dinner

**SCHOOL FEES 2023 - 2024 REFUND (subject to the Terms & Conditions)**

School	Grade	Amount Up to 05/01/2024
Early Years	Early Years 1 - Day Care	€ 3.300
	Early Years 2 - Timbertots	€ 3.300
	Early Years 3 - Pre-K1	€ 4.541
	Early Years 4 - Pre-K2	€ 4.541
	Early Years 5 - Kindergarten	€ 6.103
Primary School	Grade 1	€ 8.536
	Grade 2	€ 8.536
	Grade 3	€ 8.698
	Grade 4	€ 8.698
	Grade 5	€ 8.698
Middle School	Grade 6	€ 9.268
	Grade 7	€ 9.821
	Grade 8	€ 9.821
High School	Grade 9	€ 9.990
	Grade 10	€ 10.391
	Grade 11	€ 10.391
	Grade 12	€ 10.391

**Bus Fares**

Round Trip

Pending

One way

Pending

Refund for early departure during first semester is 25% of boarding fee paid

## APPENDIX III

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### Inspired Education Group Parent Code of Conduct

#### 1. Commitment to working with parents.

We are proud at Inspired schools to have excellent relationships, based on shared beliefs and common goals, between students, staff and parents – this partnership is key to the success of our schools and ensuring students can continue to flourish in a positive and supportive environment.

We encourage and welcome parents' full participation in the life of our schools, as part of a mutually supportive community that embodies the ethos and values of the school, in the best interests of the students; we are committed to listening to parental feedback to support our schools in being the very best they can be - this code of conduct clarifies our expectations of this relationship.

The school's philosophy and values should be considered as being shared by all members of the community, including parents, and hence parents are expected to uphold these values in all of their interactions with the school and its community.

Every member of our community deserves to be treated with respect, dignity, and tolerance; they are also cornerstones of the Inspired philosophy. We demand it of all our students and expect all adults, including parents, to abide by these standards and set a good example in their own speech and behaviour.

#### 2. Communicating with school.

We understand that there will be occasions when parents and guardians wish to raise concerns or complaints – we ask parents to share these with school leadership through the appropriate channels and/or following the school's complaints policy, so these can be quickly resolved for the best interests of our students.

We expect behaviour and communications between parents and school to be always respectful and mindful of the modelling of best behaviours we expect of our students, whether at school events, in person, on the telephone or online.

In the event of disagreements between school staff and parents, these should not be worked through in sight of the parent's children or, indeed, any other students in the school. We believe that when home and school can present a shared opinion or decision to children/students, this is ultimately beneficial as part of the student's learning and development process.

We expect parents to follow and uphold all procedures outlined in the school's published policies.

#### 3. Behaviour and communication that is unacceptable.

We will always do all we can to facilitate communication with parents that is consistent with the above principles in resolving the concern or the complaint, but we will not tolerate communication or behaviour we consider disrespectful, abusive or threatening.

Behaviours that we consider to be unacceptable include, but are not limited to:

- Communication or behaviour that is disrespectful, offensive, aggressive, abusive, defamatory, threatening, harassing, bullying or otherwise considered unacceptable, whether this is at school events, in person, on the telephone, by email or on social media.
- Behaviour or communications that breach school policies, safety or procedures.
- Disruptive behaviour including offensive language or displays of anger which interferes or threatens to interfere with the normal, daily operation of the school.
- Inappropriate posting of libellous, defamatory, malicious or threatening messages on emails and on traditional and social media about the school or individuals connected with it, including creating or joining private groups or chats that victimise or harass an individual connected with the school or the school in general, or potentially damage the school's reputation.

#### **4. Consequences of breaching parent code of conduct.**

Where behaviours are displayed by parents that breach the parent code of conduct, the school will attempt to facilitate more effective lines of communication, investigate, and seek to resolve these issues.

Where that is not possible, the school reserves the right to take any actions to ensure that members of the school community are not subject to abuse. Actions the school can take are, but not limited to include:

- Request for a meeting to resolve the issue.
- Issue a warning regarding the behaviour and how that breaches this code.
- Withdraw the right to be on school premises or at school events.
- Give notice to parents to that the enrolment contract with their child/ren has been rescinded and an alternative school will need to be found.