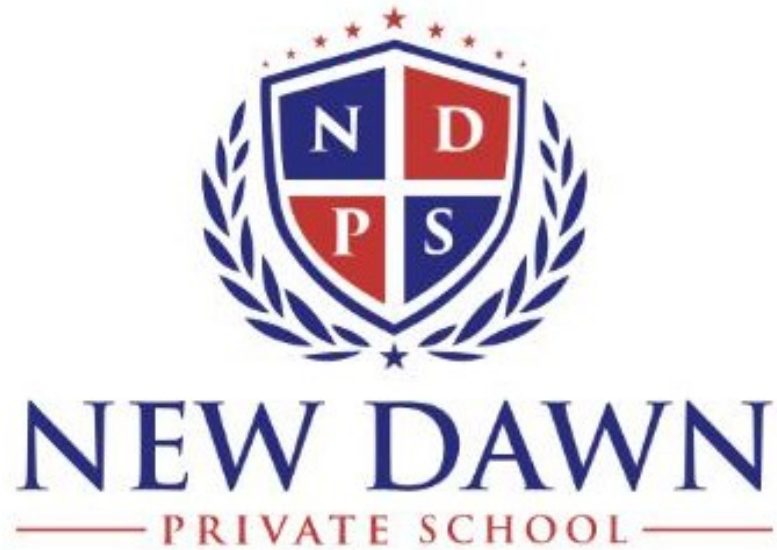




Parent Code of Conduct

This document has been reviewed and approved by:

Name	Position
Ms. Samia Maghribi	CEO
Mr Michael Hughes	Principal
Mr David MacPherson	Vice Principal & Head of Inclusion

1. Purpose

At New Dawn Private School (NDPS), we believe that a strong, respectful partnership between the school and parents is essential to the academic achievement, personal development, wellbeing and safeguarding of every learner.

This Parent Code of Conduct establishes the standards of behaviour and communication expected from all parents, carers, guardians and visitors when engaging with the school, its staff, learners and wider community.

The Code supports the school's commitment to maintaining a safe, respectful and professional environment and should be read alongside the school's Complaints Policy, Safeguarding and Child Protection Policy, Behaviour Policy and KHDA Parent-School Contract.

By enrolling a child at New Dawn Private School, parents are expected to respect the school's policies, procedures and reasonable expectations for conduct.

2. Our Partnership with Parents

NDPS recognises parents as important partners in their children's education. We welcome constructive feedback, questions and concerns and are committed to listening carefully and responding appropriately.

In return, we expect parents to:

- communicate respectfully and professionally;
- support the school's vision, values and policies;
- model appropriate behaviour for children;
- work collaboratively with staff to resolve concerns;
- respect the professional judgement and responsibilities of school staff;
- follow the school's agreed communication and complaints procedures;
- respect the privacy and confidentiality of learners, families and staff;
- treat all members of the NDPS community with dignity and respect.

Disagreement with a school decision does not remove the expectation that communication remains respectful.

3. Respectful Behaviour Towards Staff

All members of staff at New Dawn Private School have the right to work in an environment free from intimidation, aggression, harassment and abuse.

Parents must **not**:

- shout, scream or raise their voice aggressively at a member of staff;
- swear, use insulting language or make offensive comments;
- threaten, intimidate, harass or attempt to humiliate a member of staff;
- use discriminatory or degrading language;
- make threatening gestures or engage in aggressive physical behaviour;

- repeatedly contact individual members of staff in a manner that could reasonably be regarded as harassment;
- enter classrooms, offices or restricted areas without permission;
- confront another learner about an incident;
- confront another parent or family on school premises in a manner likely to cause conflict;
- attempt to pressure a member of staff into changing a professional decision through intimidation or threats.

Where a conversation becomes aggressive, abusive or threatening, the member of staff is authorised to end the conversation or meeting immediately and refer the matter to the Senior Leadership Team.

A parent will not be disadvantaged for raising a legitimate concern or complaint. However, the manner in which a concern is raised must remain appropriate and respectful.

4. Approved Communication Channels

Parents are expected to use the school's official communication channels.

The approved channels at New Dawn Private School are:

Paradigm Parent App – for official school information, notices and relevant school communication.

ClassDojo – for appropriate communication regarding classroom matters, learning and routine teacher-parent communication.

Email – for formal communication, detailed enquiries and matters requiring a written response.

Telephone – parents may contact the school through the school's official telephone channels.

Parents should avoid using personal telephone numbers, private social-media accounts or unofficial communication groups to contact staff unless specifically authorised by the school.

Parents should also understand that staff are not expected to respond immediately while teaching, supervising learners, attending meetings or outside reasonable working hours.

5. Meetings and Appointments

New Dawn Private School operates an appointment-based approach to parent meetings wherever possible.

Parents are strongly advised to make an appointment before attending school to meet a teacher, Head of Department, Head of Key Stage, Vice Principal, Principal or another member of the leadership team.

The school understands that urgent matters may occasionally require immediate attention and will always endeavour to support families as much as reasonably possible.

However, arriving at school without an appointment does not guarantee that a particular member of staff or member of the leadership team will be available for a face-to-face meeting.

Members of the leadership team have teaching, safeguarding, operational, inspection, meeting and school-improvement responsibilities throughout the school day.

Reception staff will therefore support parents to arrange the earliest appropriate appointment where the requested member of staff is unavailable.

6. Raising a Concern – Follow the Correct Channel

Parents are encouraged to raise concerns early so that they can be resolved quickly and constructively.

Where appropriate, concerns should initially be raised with the member of staff closest to the matter, for example:

Classroom/Learning Matter → Class Teacher/Subject Teacher → Head of Department/Head of Key Stage → Vice Principal → Principal

Pastoral/Behaviour Matter → Class Teacher → Pastoral Team/Head of Pastoral → Vice Principal → Principal

Inclusion Matter → Class Teacher → Inclusion Team/Head of Inclusion → Vice Principal → Principal

Administrative/Operational Matter → Relevant Department → Department Manager → Senior Leadership

Serious safeguarding concerns should be reported immediately through the school's safeguarding procedures and should not be delayed by the normal escalation process.

Where a parent wishes to make a formal complaint, the school's published Complaints Policy and formal complaints procedure should be followed.

7. Social Media, Messaging Groups and Online Conduct

New Dawn Private School respects a parent's right to express concerns and opinions appropriately. However, parents are expected to use social media, WhatsApp groups, messaging platforms and other digital communication responsibly.

Parents must not use these platforms to:

- threaten or harass members of the school community;
- publish abusive or insulting comments about staff, learners or other parents;
- knowingly circulate false or misleading information;
- publish allegations as fact without appropriate evidence;
- disclose confidential information concerning another learner, family or employee;
- share photographs, recordings or personal information relating to other children without appropriate permission;
- impersonate members of staff or falsely represent the school;
- encourage online harassment or targeted campaigns against an individual;
- post material that may contravene applicable UAE legislation.

Concerns about the school should be directed through the school's official communication and complaints channels so that the school has a fair opportunity to investigate and respond.

8. Defamation, False Allegations and Inappropriate Publications

NDPS takes deliberately false, defamatory, abusive or threatening communications seriously.

Parents should distinguish between:

legitimate criticism or a complaint, which the school welcomes through the appropriate procedures;

and

defamatory, threatening, abusive, knowingly false or otherwise unlawful communication, which may require further action.

The school will not attempt to prevent a parent from raising a genuine concern, making a legitimate complaint, contacting KHDA or exercising any legal right available to them.

However, where communications or publications may constitute harassment, threats, defamation, invasion of privacy or another potential breach of UAE law, the school reserves the right to preserve relevant evidence, seek appropriate advice and refer the matter to the relevant authorities where necessary.

9. Recording, Photography and Confidentiality

Parents must respect the privacy of children, staff and other families.

Parents should not photograph, video or audio-record staff members, meetings or other learners without appropriate permission, subject always to applicable UAE law and school safeguarding requirements.

Information concerning another learner, family or member of staff must not be shared publicly or circulated through parent groups.

Where a complaint involves another child, the school may be unable to disclose confidential information about that child's circumstances or any disciplinary action taken.

This does not mean that the school has failed to investigate or act.

10. Behaviour on the School Premises

While on the NDPS campus, parents and visitors are expected to:

- follow all safeguarding, security and visitor procedures;
- report to the designated reception or security point;
- follow reasonable instructions from school staff and security personnel;
- behave calmly and respectfully;
- avoid disrupting teaching and learning;
- refrain from entering classrooms or restricted areas without authorisation;
- never directly discipline, question or confront another person's child;
- never engage in physical aggression or threatening conduct;
- respect the school's arrival, dismissal, parking and traffic procedures.

The safety of learners will always take priority.

11. Unacceptable Conduct and School Response

Where this Parent Code of Conduct is breached, the school will consider the seriousness, frequency and circumstances of the behaviour before determining an appropriate response.

Depending upon the circumstances, the school may:

1. remind the parent of the expected standard of conduct;
2. issue a written communication regarding the behaviour;
3. require future communication to take place through a designated member of staff or in writing;
4. require future meetings to be formally scheduled and attended by an additional member of the leadership team;
5. immediately end a telephone call or meeting where abusive or aggressive behaviour occurs;
6. ask a parent or visitor to leave the school premises where necessary to maintain safety and good order;
7. review access arrangements to the school premises where there is a legitimate safeguarding, safety or security concern, subject to applicable regulations and the parent's legitimate need to engage with the school;
8. document and retain evidence of serious incidents;
9. seek advice or support from KHDA or other relevant bodies where appropriate; and/or
10. refer conduct to the relevant UAE authorities where the school reasonably believes that a matter may involve a breach of applicable law.

Any action taken by the school will be proportionate, documented where appropriate and consistent with safeguarding obligations, KHDA requirements, the school's policies and applicable UAE legislation.

12. Zero Tolerance of Threats and Violence

New Dawn Private School operates a zero-tolerance approach towards:

physical violence, credible threats of violence, serious intimidation and behaviour that places learners, staff or other members of the community at risk.

Where there is an immediate safety concern, the school may contact the relevant authorities without first progressing through the normal stages outlined above.

Safeguarding learners and staff will always take priority.

13. Complaints and the Right to Raise Concerns

Nothing within this Parent Code of Conduct removes or restricts a parent's right to raise a legitimate concern or complaint.

NDPS is committed to ensuring that complaints are:

- listened to respectfully;
- acknowledged appropriately;
- considered objectively;
- investigated where required;
- handled confidentially;
- responded to within the timescales established within the school's Complaints Policy; and
- escalated appropriately where the matter cannot be resolved informally.

Parents will not be treated adversely simply because they have made a complaint in good faith.

The purpose of this Code is to ensure that concerns are raised constructively, respectfully and through appropriate channels.

14. Mutual Respect

The expectations contained within this Code apply to the relationship between families and the school.

Just as NDPS expects parents to communicate respectfully with staff, parents are entitled to expect members of staff to communicate with them professionally, respectfully and sensitively.

Where a parent believes that a member of staff has not met these expectations, they should report the matter through the school's complaints procedure.

Our aim should always be resolution rather than confrontation.

15. Commitment to the NDPS Community

New Dawn Private School is committed to creating a school community in which learners feel safe, valued and supported.

Children observe how adults communicate and resolve disagreements. We therefore ask every adult within our community to model the behaviours we want our learners to develop:

Respect. Kindness. Responsibility. Honesty. Tolerance. Collaboration.

Through positive partnership between home and school, we can ensure that every learner is given the opportunity to:

Nurture. Develop. Perform. Succeed.