



The British School of Bahrain Parent Code of Conduct

1. Commitment to working with parents

We are proud to have excellent relationships between students, based on shared beliefs and common goals, between student, staff and parents – this partnership is key to the success of our school 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 at all times.

Every member of our community deserves to be treated with respect, dignity, and tolerance; they are also cornerstones of the BSB 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.

We expect all adults in school or communicating with school to model the highest expectations of behaviour we set for our students.

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.



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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.

[Link to school's communication policy.](#)

It is an expectation that parents present their concerns or questions as individual families. The School does not accept complaints or grievances from groups of parents. We encourage all families to raise concerns about tier individual child directly to the school.

It is difficult to read the tone of communication and therefore parents should be mindful of mis-reading communication from the school and should also be very careful in the use of language and tone in their communication.

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.

Threats to escalate incidents to the Ministry of Education are considered threatening unless the parent has followed the school's complaints procedure fully.

We take a zero tolerance approach to any incident of bullying or discrimination – every member of our community deserves to be treated with respect and dignity.

Parents must comply with all health and safety measures at all times, including, but not limited to Parent Identification and supervision of children.

Behaviours that we consider 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.
- Using the Ministry of Education as a threat, before exploring the school's open channels of communication and complaint.
- Disruptive behaviour including offensive language or displays of anger which interferes or threatens to interfere with the normal, daily operation of the school.
- The publication of photographs or videos of the School or any member of the school's community on social media which directly or indirectly bring the school's reputation into disrepute.
- Inappropriate posting of defamatory, malicious or threatening messages on emails and on 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.

- Parents must understand that behaviour off the school premises between parents or students, is not the school's direct responsibility.
- The school positively discourages social media groups including WhatsApp and Facebook. Parents should be advised to either not join these groups or proceed with extreme caution.
- Rumour-mongering or creating unrest among other parents, with the intent of encouraging other parents to complain, rather than approaching the school as an individual family and allowing the school to resolve your personal complaint or grievance.

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.

The consequences of breaching the parent code of conduct can include but are not limited to:

- request for a meeting to resolve the issue.
- non attendance at a requested meeting will result in immediate escalation.
- issue a warning regarding the behaviour and that it is a breach of the parent code of conduct.
- 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.
- sharing details of complaints with future schools or educational establishments as part of a student's reference.