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## Introduction

By adhering to this Parent Code of Conduct, parents contribute to a positive, respectful, and supportive environment that enhances the educational experience for all students at ISU.

This code of conduct aligns with ISU's commitment to creating a safe, inclusive, and respectful learning environment as outlined in our Guiding Statements Policy and other relevant policies. It was drafted based on a review of similar documents at other AGIS schools in order to reflect international best practice. We thank you for your cooperation and commitment to upholding these principles.

The International School of Ulm/Neu-Ulm (ISU) values the partnership between the school and parents, guardians and caregivers (hereinafter referred to as “parents”). This code of conduct aims to guide parents in fostering a positive, respectful, and supportive school environment that aligns with ISU's mission, vision, and guiding principles.

### 1. Respect and courtesy

- Parents should communicate respectfully with all members of the school community, including students, staff, and other parents. This includes face-to-face interactions, emails, phone calls, and social media.
- Recognise and respect the diverse cultural backgrounds of the school community, and strive to understand and appreciate different perspectives.

### 2. Engagement and participation

- Parents are encouraged to participate actively in school activities, events, and parent-teacher meetings to support their child's education and the school community.
- ISU welcomes and values parent volunteers. Parents should coordinate volunteer activities through appropriate channels and respect school guidelines and procedures.

### 3. Support for school policies

- Parents should familiarise themselves with and support the school's policies, procedures, and regulations, including those related to attendance, dress code, and behaviour.
- Encourage and support academic integrity by ensuring children understand the importance of honesty and effort in their academic work.

### 4. Child protection and safety

- Parents must respect and adhere to ISU's safeguarding policies to ensure the safety and well-being of all students.

- Follow school guidelines regarding health and safety, including keeping sick children at home and promptly reporting any safety concerns to school staff.
5. Collaboration and support
- Work collaboratively with teachers and school staff to support the child's learning and development. Address concerns constructively and seek resolutions through appropriate channels.
  - Encourage children to take responsibility for their learning and support them in developing good study habits and a positive attitude towards education.
6. Conduct during school events
- During school events, parents are expected to model respectful behaviour and ensure their conduct aligns with the school's values. Avoid disruptive behaviour and respect event guidelines.
  - The use of controlled substances is prohibited on school property and at school-sponsored events.
7. Social media and online conduct
- Use social media responsibly when discussing school matters. Avoid posting negative or defamatory comments about the school, staff, students, or other parents.
  - Respect the privacy and confidentiality of students, staff, and other parents. Do not share confidential or sensitive information online.
8. Conflict resolution
- If issues arise, address them promptly and directly with the relevant teacher or staff member. Follow the school's established procedures for raising and resolving concerns.
  - If direct resolution is not possible, seek mediation through the appropriate school channels to find a constructive solution.
9. Commitment to the ISU community
- Foster a sense of community and belonging by participating in school initiatives and supporting other families. Promote the school positively within and outside the school community.
  - Encourage children to be responsible global citizens by promoting values of empathy, respect, and cooperation both within and outside the school environment.

## Aligning expectations

ISU is committed to fostering a safe and supportive community where mutual respect and shared responsibility for student welfare and educational progress are prioritised. The involvement of parents is key in meeting the objectives outlined in our guiding statements and addressing emerging issues related to learning and development. This home-school partnership is based on the following shared expectations:

Parent Expectations of the School	School Expectations of Parents
A safe, orderly, and caring environment where learning can take place. (Learning to Live Together)	A supportive and caring home environment that promotes positive attitudes to school. (Learning to Live Together)
Parents and children are valued as individuals. (Learning to Be)	Support the school's academic and pastoral policies. (Learning to Do)
Planned programmes of teaching that stretch students to achieve their potential. (Learning to Do)	A supportive attitude which complements the work of the school and allows the child to thrive academically and pastorally. (Learning to Be)
Early warnings of academic or pastoral challenges. (Learning to Live Together)	Early contact with the school to discuss matters relating to student progress, behaviour, or wellbeing. (Learning to Live Together)
Accessible information about academic and social progress across a range of channels. (Learning to Do)	Attend parent/teacher meetings to discuss student progress and support them in attaining their individual targets. (Learning to Do)
To be listened to and respected. (Learning to Be)	Positive support of the teachers' role. (Learning to Be)

## Unacceptable Behaviour

ISU is dedicated to maintaining a respectful and safe environment for staff and students. Unacceptable behaviour by parents towards staff will be addressed and challenged promptly. This includes, but is not limited to, threatening or actual physical violence, intimidation, unwarranted verbal or written threats, shouting, swearing, inappropriate emails, and spreading malicious rumours.

## Communication

Communication between parents and the school should always be polite, constructive and respectful. Inappropriate email exchanges that include negative emotional responses, personal criticism, threats, or unsupported claims are not acceptable. Should such behaviour

occur, ISU staff are empowered to take appropriate action to address the issue. The school's response will be applied based on the severity of the incident and may include:

1. A school meeting involving the parent and relevant staff in the presence of a school leader to resolve the issue respectfully and constructively.
2. A written warning to the parent from the Principal after investigating the incident.
3. Referral to the Director: This may result in measures addressing the specific action.
4. Exclusion of Student: Referral to the Director which may result in expulsion of the student from the school as a last resort, and in line with the school-parent contract and article 74 of the Bavarian Law on Education and Instruction (BayEUG)

ISU provides advice and support to staff on handling incidents involving parents at any stage required. This ensures that staff feel supported in maintaining a positive and safe school environment.