



BALANCE INTERNATIONAL SCHOOL SURATTHANI
โรงเรียนนานาชาติ บาลานซ์ สุราษฎร์ธานี

Parent Code of Conduct

Introduction

Balance International School values the strong partnership we have with parents, guardians, and families. We believe that cooperation and mutual respect between school staff, students, and parents are essential for a positive learning environment. This code of conduct outlines the expectations and responsibilities of parents to support a safe, productive, and respectful environment for all.

1. Purpose of the Parent Code of Conduct

This Code of Conduct serves as a guideline for behavior, communication, and interactions between parents, school staff, students, and other members of the school community. It is intended to foster an atmosphere of mutual respect and support, promoting our school's core values.

2. Scope of the Policy

This policy applies to all parents, guardians, and family members involved in the education of students at Balance International School. It encompasses behavior on school property, at school events, during school-sponsored activities off-campus, and within all forms of school communication.

3. General Conduct Expectations

Parents and guardians are expected to:

- Treat all members of the school community with respect, courtesy, and understanding.
- Support the school's mission, policies, and procedures, and demonstrate commitment to the school's values.
- Encourage positive behavior in their children and guide them to respect school rules and policies.

4. Communication Guidelines

a. Respectful Communication with Staff

Parents are encouraged to communicate openly with school staff while maintaining respectful and constructive dialogue. Concerns, feedback, or questions should be directed to the appropriate staff member, and all parties should seek to resolve issues with patience and understanding.

- Use appropriate channels: Contact the relevant teacher, counselor, or administrator based on the nature of the concern.

- Email Etiquette: Use professional language in all emails. Staff members are expected to respond within 48 hours during the school week, though urgent issues should be flagged appropriately.

- Appointments: Respect the need to schedule appointments for discussions longer than a brief inquiry, allowing staff adequate time to address concerns.

b. Social Media Use

Parents should model responsible social media behavior, refraining from posting negative comments about students, staff, or the school. If concerns arise, they should be addressed directly through appropriate school channels.

c. Confidentiality

Discussions with school staff and information about school matters should be treated with confidentiality. Personal or sensitive information about students, staff, or other parents should not be shared or discussed outside the school environment.

5. Student Support

a. Encouraging Positive Behavior

Parents play an important role in reinforcing the school's values and behavior expectations. Parents should work with the school to encourage honesty, respect, responsibility, and a positive attitude in their children.

b. Attendance and Punctuality

Regular attendance and punctuality are vital for academic success. Parents are expected to:

- Ensure their child attends school daily and arrives on time.
- Inform the school promptly of any planned absences or unexpected illnesses.
- Avoid scheduling family trips or appointments during school hours whenever possible.

c. Homework and Study Support

Parents are encouraged to create a structured study environment at home and provide support for homework. However, parents should avoid completing work on behalf of their child, as this hinders independence and personal responsibility.

6. Safety and Security

a. On-Campus Conduct

Parents are expected to adhere to school security procedures to ensure the safety of all students and staff:

- Visitor Sign-In: All visitors, including parents, are required to sign in at the school reception upon arrival.
- Access Control: Follow any rules regarding restricted areas or times for school access.
- Emergency Protocols: Adhere to any safety instructions or emergency procedures during school events.

b. Drop-Off and Pick-Up Protocols

To maintain safety and efficiency:

- Follow designated drop-off and pick-up procedures.
- Be punctual when picking up children and avoid lingering on school premises beyond necessary drop-off and pick-up times.

7. Participation in School Life

Parents are encouraged to be actively involved in their child's educational journey. Balance International School offers various opportunities for parent participation, including:

- Parents Engagement Group (PEG): Joining the PEG helps foster a strong sense of community and provides avenues for parent input in school-related activities.
- Volunteering: Parent volunteers may assist in school events, field trips, or classroom activities, provided they comply with school policies.
- Parent Workshops and Meetings: Attending school workshops and meetings to stay informed about the school curriculum, teaching methods, and ways to support learning at home.

8. Dealing with Concerns

If a parent has a concern regarding their child's education, behavior, or other school-related matters, they are encouraged to address it respectfully and through the correct channels:

- Step 1: Contact the relevant teacher or staff member directly.
- Step 2: If the issue is not resolved, the matter may be escalated to the school's administration.
- Step 3: For unresolved or serious matters, contact the Head of School.

The school commits to addressing concerns fairly and promptly and asks parents to maintain patience and cooperation throughout the process.

9. Conflict Resolution and Dispute Handling

Balance International School believes in a positive approach to conflict resolution and requires all parents to engage in a respectful manner when dealing with school staff or other members of the community. Personal disputes among parents, or between parents and school staff, should not involve students or affect the school environment.

a. Use of Mediation

Where needed, the school may offer a mediated discussion to help resolve ongoing concerns or disputes. Parents are expected to participate in such mediation respectfully and to work towards a solution that benefits the student and school community.

b. Grievance Procedures

Formal grievance procedures are available for issues that cannot be resolved informally. These procedures should be used as a last resort after all other steps have been taken.

10. Consequences for Breach of Conduct

Should a parent fail to adhere to this Code of Conduct, the school may take the following steps:

1. Warning: A verbal or written warning from the administration.
2. Suspension of Privileges: Temporary restriction from school events or volunteer opportunities.
3. Termination of Enrollment: In severe or repeated cases, the school reserves the right to withdraw enrollment.

All steps will be documented, and the school will seek to resolve issues amicably wherever possible.

11. Policy Review and Amendments

The school administration reserves the right to review and amend this Parent Code of Conduct as necessary. Any changes will be communicated to parents, who are encouraged to familiarize themselves with updated policies to ensure a smooth partnership.

Acknowledgment of Code of Conduct

Parents are required to sign this Code of Conduct at the beginning of the school year or upon enrolling a student at Balance International School. This signature confirms understanding and agreement to uphold these guidelines throughout their child's education.

Conclusion

Balance International School values the positive contributions that parents bring to our school environment. By working together and respecting these guidelines, we can maintain a supportive, respectful, and productive atmosphere that benefits all members of our community, especially our students.