

# BERGVLIET PRIMARY SCHOOL

## PARENT CODE OF CONDUCT HANDBOOK



## **1. INTRODUCTION**

- 1.1. Bergvliet Primary School ('the School') functions effectively when parents, guardians, caregivers, staff, and pupils ("the School community") work together in a partnership founded on a shared purpose and mutual understanding. This partnership is central to the School's mission to provide quality holistic education to all learners within a supportive and respectful learning environment. All members of the School community are expected to uphold a high standard of conduct, sharing in the School's ethos, vision and mission.
- 1.2. This Policy is aimed to establish a framework of expected conduct from all Parents, guardians and caregivers aimed to promote positive collaboration, respect, and accountability.
- 1.3. Unless specifically defined in this document, terms used in this Parent Code of Conduct carry the same meaning as those set out in the School's Code of Conduct, which ought to be read as though specifically incorporated herein.
- 1.4. All of the School's policies whether referenced specifically herein or not can be found on the School's official website.

## **2. THE PURPOSE OF THIS POLICY**

- 2.1. This Policy aims to:
  - 2.1.1. Provide support to the School's mission, values and policies by outlining expected standards of conduct for all Parents, guardians and caregivers (collectively referred to as "Parents").
  - 2.1.2. Foster mutual trust, respect and cooperation between Parents and the School community

- 2.1.3. Support the School to provide quality education within a structured, value-based and disciplined school environment.
- 2.1.4. Encourage Parent participation in the academic, emotional, and social development of their children.
- 2.1.5. Encourage Parents to uphold and model the behaviour expected from all learners attending the School.

### **3. SHARED EXPECTATIONS**

- 3.1. Parents can expect the School to provide a high-quality, value-based and holistic educational experience for their child, including emotional support, social development and a safe and nurturing learning environment. In turn, the School expects Parents to take an active and responsible role in supporting the School in achieving these objectives.
- 3.2. Parents are expected to work in partnership with the School to promote the School's values, ethos and standards to uphold the School's authority in all matters relating to discipline, academic progress and the wellbeing of learners.

To achieve these shared expectations, all Parents are expected to:

### **4. PHOTOGRAPHY AND VIDEO RECORDING**

- 4.1. To protect the privacy and safety of all learners, a strict ban is in place on taking photographs or videos of any child other than your own at any school-related event, whether on or off the school premises.
- 4.2. The school reserves the right to request the deletion of any images or videos taken in breach of this rule and may take further action if necessary.

### **5. SUPPORT THE SCHOOL**

- 5.1. By upholding and supporting the values, ethos, and discipline of the School.

- 5.2. By respecting and supporting the authority of the School, its educators, management team and the elected School Governing Body.
- 5.3. By familiarising themselves with the School's Code of Conduct and ensuring that their child understands the expectations contained therein.
- 5.4. By promoting a positive image of the School within the community.
- 5.5. By actively supporting the efforts of educators and School management.
- 5.6. By displaying loyalty to the School by raising valid concerns constructively through the proper and appropriate communication channels with the intention to work constructively with the School to improve the School environment.
- 5.7. By refraining from gossip, rumour-spreading, or negative commentary about the School, staff, or its learners, particularly on public and/or group chat forums such as WhatsApp groups or on any other social media platforms.
- 5.8. By conducting themselves courteously at all times while on the School premises and at School events.
- 5.9. By respecting the school's decision to not intervene in private disputes between Parents or gatherings outside school premises.

## **6. ATTENDANCE AND PUNCTUALITY**

- 6.1. Parents and guardians are responsible for ensuring that learners arrive at school on time each day and attend school regularly.
- 6.2. All absences must be communicated to the school as soon as possible, along with a valid reason.
- 6.3. Frequent lateness or unexplained absences may be followed up by the school, as regular attendance is essential for a child's academic progress and well-being.
- 6.4. Medical or planned absence documentation may be requested

## **7. PROVIDE HOME LEARNING SUPPORT**

- 7.1. By providing a supportive home environment that encourages good learning habits, discipline and respect for others.
- 7.2. By monitoring and supervising their child's access to technology and the internet to prevent exposure to harmful or inappropriate material.
- 7.3. By encouraging their child to take responsibility for their actions and to uphold the School's Code of Conduct and values.
- 7.4. By ensuring their child attends School and all compulsory extra mural events punctually, regularly and when required.
- 7.5. By taking an active interest in their child's academic, social and emotional progress and raising any concerns with the School timeously.
- 7.6. By encouraging their child to accept responsibility for their actions by upholding strong moral and ethical values.
- 7.7. By educating their child about the laws, risks and consequences related to pornography, online bullying, inappropriate messaging (including via WhatsApp), and the responsible use of social media.

## **8. PARENTAL INVOLVEMENT**

- 8.1. By attending all Parent meetings, School events and activities relevant to their child's development.
- 8.2. By providing encouragement, checking homework, checking test results and maintaining open communication with your child's educators.
- 8.3. By attending and actively participating in the annual School budget meeting.

- 8.4. By volunteering their time or contributing to School activities, where and if possible.
- 8.5. By communicating openly with the School about any religious, cultural, medical, or personal circumstances that may affect their child's well-being or performance at School.
- 8.6. By agreeing to allow the School to refer their child to the School counsellor when required to support their academic, emotional, and social development and by cooperating fully with any guidance or recommendations provided by the School counsellor thereafter.
- 8.7. By supporting the School's zero-tolerance approach to bullying by ensuring that their child understands the School's anti-bullying policy, knows what constitutes bullying and behaves respectfully towards others in accordance with this policy.
- 8.8. By promptly reporting all incidents or suspicions of bullying to the School and to cooperate fully with any investigations or disciplinary processes necessary to maintain a safe learning environment.

## **9. DEMONSTRATE RESPECTFUL CONDUCT**

- 9.1. When a child reports a concern or disciplinary matter, Parents are encouraged:
  - 9.1.1. To give the School the benefit of the doubt in front of your child.
  - 9.1.2. Understand that a child's report of the incident may be emotionally based and may not include all relevant information available to the School.
  - 9.1.3. Understand that disciplinary matters require thorough investigation, which may take time to conclude and gather all relevant evidence.
  - 9.1.4. Allow the School reasonable time to complete its investigation process before drawing any conclusions.

- 9.1.5. Contact the educator or staff member concerned to schedule a time or a meeting to discuss the facts of a matter once they have indicated that they have concluded their investigation.
  - 9.1.6. Recognise and appreciate that School rules are applied consistently and without partiality or bias towards any particular learner.
  - 9.1.7. Approach all discussions with the School with a problem-solving attitude and mutual respect.
  - 9.1.8. Recognise that educators and the School management team always act in the best educational and developmental interests of all learners.
  - 9.1.9. Support the School decisions regarding their child even when they may not fully align with their personal preferences on the understanding that some decisions may be made in consideration of the collective good.
- 9.2. Understand that the attitude and actions adopted by Parents in response to school policies and discipline send a powerful message to all learners. If Parents are perceived to be disregarding or undermining school rules, learners tend to adopt the same attitude, thereby weakening the school's ability to maintain a positive and ordered learning environment.

## **10. COMMUNICATE RESPECTFULLY WITH THE SCHOOL**

- 10.1. When communicating with the School, Parents are required to:
  - 10.1.1. Treat all members of the School community with the utmost courtesy and respect.
  - 10.1.2. Refrain from any form of harassment, verbal abuse, or aggressive behaviour.
  - 10.1.3. Use appropriate communication channels when raising concerns and engage in constructive communication with the School.

- 10.1.4. Avoid gossip, rumours, and public criticism of staff, pupils, or School decisions.
  - 10.1.5. Communicate calmly and respectfully with educators and the School management staff, even when expressing concerns or disagreements.
  - 10.1.6. Conduct themselves courteously at all School events and sporting fixtures by refraining from interfering with coaches, making disparaging remarks, or engaging in any aggressive behaviour or harassment.
- 10.2. It is acknowledged that abuse of any kind towards any member of the School community will not be tolerated.
- 10.3. Where a Parent engages in verbal, physical, or written abuse, threats, harassment or intimidation towards any member of the School staff, the School reserves the right to:
- 10.3.1. Prohibit the Parent from entering the School premises;
  - 10.3.2. Require that all future communication be conducted through an alternative Parent, guardian or representative; and
  - 10.3.3. Take any additional steps recommended by the Western Cape Education Department or by law that may be deemed necessary to protect the safety and wellbeing of its staff and its learners.
- 10.4. Parents understand that maintaining a respectful, constructive and positive relationship with their child's educators is in the best interest of their child, as it supports effective learning, consistent guidance towards their child's overall academic, emotional and social development goals.
- 10.5. Effective communication between Parents and the School is essential for resolving concerns constructively and maintaining trust. Parents are therefore expected to raise concerns respectfully, calmly and in accordance with the following escalation process:

Step 1: Discuss the concern directly with the class educator as the first point of contact.

Step 2: If the concern remains unresolved after a reasonable period has passed, refer the matter to the Grade Head.

Step 3: If further assistance is required, again after a reasonable period has lapsed, escalate the concern to the Phase Head.

Step 4: Should the matter still not be resolved, the Parent may approach the Deputy Principal for assistance.

Step 5: As a final step, the concern may be raised with the School Principal who will investigate the concern after having consulted with all those involved in Steps 1 – 4.

10.6. Parents are encouraged to use this communication structure to ensure that all communication remains orderly, respectful, and efficient.

10.7. Where a concern is raised directly with a particular office, as outlined in the steps above, Parents may begin the process at that office and follow the escalation structure from that point onward.

10.8. Direct escalation to senior management within the School without following the appropriate steps should be avoided except in exceptional or urgent circumstances.

10.9. All concerns raised by Parents that require formal investigation must be communicated to the School either through a formal in-person meeting, which will be minuted by a School representative or via email. Concerns raised through any other informal means will not be investigated by the School nor form part of any record.

10.10. The School will not engage or investigate any concerns raised by way of an anonymous letter or message and/or raised by way of an informal discussion

before class and/or which is raised on any social media and/or WhatsApp post or group.

10.11. Parents understand that transparency and direct communication with the School are essential for the prompt resolution of concerns, the building of trust and the maintenance of a positive partnership between Parents and the School.

## **11. CREATE A PARTNERSHIP IN DISCIPLINE**

11.1. Discipline is a necessary and integral part of the development of learners. Parents are required to partner with the School in supporting disciplinary measures and to work collaboratively with staff to ensure that such measures are implemented consistently, fairly and in the best interest of the child's growth and development.

11.2. In particular, when learners are disciplined, Parents:

11.2.1. Understand that when disciplinary action is taken against a learner, it is done in the best interests of the child and the broader School community.

11.2.2. Recognise that discipline forms part of the educational process and contributes to the development of accountability, respect and integrity.

11.2.3. Are required to support the School, educators and management in maintaining discipline and order.

11.2.4. Must refrain from undermining the disciplinary authority of educators or School management team.

11.2.5. Must address any concerns about disciplinary measures taken respectfully and through the proper communication channels.

11.2.6. Work in partnership with the School to correct and guide their child's behaviour where and when necessary.

11.2.7. Should avoid undermining the School's disciplinary process.

11.3. The School undertakes that all discipline measures will be implemented in a manner that is firm, consistent, fair and tempered with understanding and care, always with the best interest of the learner and school community in mind.

## **12. BEHAVIOUR AT SCHOOL EVENTS**

12.1. When attending School functions, meetings and sports fixtures, Parents undertake to:

12.1.1. Conduct themselves courteously, respectfully and in a manner that reflects positively on the School at all times.

12.1.2. Applaud good play and demonstrate sportsmanship, regardless of which team is playing.

12.1.3. Refrain from making disparaging remarks about referees, umpires, judges, coaches, staff, pupils or the opposing team and/or any players.

12.1.4. Avoid coaching from the sidelines or interfering with the management of teams or School activities.

12.1.5. Accept that their child may be selected to attend an event or sports fixture but may not be selected to participate in the fixture on the day for competitive, developmental and/or fairness reasons, including giving other learners an opportunity to participate.

## **13. SUBSTANCE USE AND SAFETY**

13.1. It is important for Parents to Educate their child about the dangers and legal implications of alcohol, drugs and tobacco use. Parents should:

13.1.1. Never supply or permit access to alcohol, drugs, or tobacco to any child under the age of 18.

13.1.2. Report any unauthorised use of alcohol, drugs, or tobacco to the School and to the Parents concerned.

- 13.1.3. Ensure that their child understands that weapons of any kind, including imitation weapons, sharp objects, or items from arts and crafts or household materials that could be used to threaten, harm, or intimidate others are strictly prohibited on School property or at any School-related event. Parents are expected to actively discourage such behaviour, educate their child on the dangers and consequences of possessing or using such items and to immediately report any incident or suspicion involving the possession or use of such dangerous items to the School.

## **12. DIVERSITY AND INCLUSION**

12.1. The School is committed to creating a safe and welcoming environment that celebrates inclusivity and diversity, where every learner feels valued and respected. Parents are required to:

- 12.1.1. Encourage their child to respect and appreciate differences in culture, religion, gender, ability and background.
- 12.1.2. Actively discourage all forms of prejudice, hate speech, racism, sexism, homophobia, xenophobia, or any other form of discrimination.
- 12.1.3. Promote tolerance, understanding, empathy and kindness within the School community.
- 12.1.4. Educate their child that discrimination, whether expressed directly or disguised as humour, jokes, or casual remarks, is unacceptable and will be treated as discrimination in the normal sense.
- 12.1.5. Support the School's initiatives and programmes aimed at promoting diversity, inclusion and mutual respect.

## **13. MAINTAIN FINANCIAL RESPONSIBILITIES**

13.1. Parents acknowledge and accept that Bergvliet Primary School is a fee-paying school that relies on the regular and timely payment of school fees to operate effectively and to continue providing quality holistic education and services to all

learners. In order to support the financial stability and sustainability of the School, Parents are required to:

- 13.1.1. Keep the School informed in writing of any changes to their contact details, employment, or family circumstances that may affect communication or financial arrangements.
- 13.1.2. Ensure that School fees and any other applicable charges are paid timeously and in accordance with the School's invoice requirements.
- 13.1.3. Where payment difficulties arise, communicate promptly and in good faith with the School Bursar to arrange for settlement, payment plans, or to make formal application for a fee exemption as provided for in the relevant regulations.
- 13.1.4. Acknowledge that failure to pay school fees without a valid arrangement may result in the School taking appropriate measures to recover outstanding amounts in accordance with its debt recovery processes, which may include legal action being instituted to recover outstanding fees.

## **14. CONCLUSION**

- 14.1. By accepting a place at Bergvliet Primary School, all Parents acknowledge that there must be alignment between the needs of their child, their own needs and the School's expectations.
- 14.2. Through this partnership agreement, Parents and the School commit to working collaboratively to ensure that Bergvliet Primary School remains a place where every child can learn, grow, and succeed in a safe, nurturing, and values-driven environment, supported by mutual respect, cooperation and a shared commitment to the School's vision and mission.
- 14.3. The School community thrives when Parents and the School work together in mutual respect, understanding, and shared purpose. The Parent therefore confirms that they have received, read, understood and agree to be bound by this Parent Code of Conduct.

14.4. The Parent understand that all School policies are designed to ensure the safety, wellbeing, and holistic development of all learners and hereby commits to supporting the School in achieving those objectives.

**Parent/Guardian Details:**

- Name(s): \_\_\_\_\_
- Learner's Name: \_\_\_\_\_
- Date: \_\_\_\_\_

This policy was adopted by the SGB on the 19 January 2026.

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**PRINCIPAL: MR B.M. HILL**  
**SCHOOL GOVERNING BODY 2026**

