

Parent Concern Protocol Policy & Parent Code of Conduct

Policy

Questions, issues, or concerns that parents/guardians may have regarding their child's schooling should be dealt with in a manner which reflects mutual respect and fair process. Whenever possible, American School of Bahrain (ASB) encourages parents/guardians to address concerns directly with the employee involved. The first step should not be directed to the Early Childhood Coordinator, Principal or Director. It should also be clear that the ASB Parent Association (ASBPA) is not part of the complaint protocol. This is not part of the roles and responsibilities of this association. The ASBPA executive will direct parents who have a concern or complaint to the employee that they have the concern with. This will be the end of the involvement with the ASBPA.

Rationale

ASB recognizes the importance of establishing a process which encourages parents/guardians and employees to communicate honestly and promptly regarding questions, issues, or concerns, involving their student's schooling. ASB recognizes that, whenever possible, concerns are best resolved between the employee involved and the parent/guardian. Protocols to address issues should encourage honest dialogue and foster an atmosphere of mutual respect.

Administrative Regulations and Procedures

1. This policy is intended to deal with all parent or guardian concerns or questions about an employee, communicated to any other employee or senior administrator (Early Childhood Coordinator, Principal and/or Director), except for allegations of criminal misconduct and complaints undertaken by law enforcement agencies.
2. Any parent or guardian initiating a complaint (the complainant) shall be directed first to the employee who is the subject of the complaint or concern. A Principal and/or teacher may offer to accompany the complainant to the meeting with the employee.
3. The employee who initially directs the complainant to the individual who is the subject of the complaint, shall inform that individual that a complainant/concern/question has been directed to them.
4. The complainant and the employee who is the subject of the complaint shall meet to resolve the complaint.
5. If a meeting has taken place and the complainant is not satisfied, the supervisor whom the employee directly reports to, or their designate, shall meet with the complainant and the employee to resolve the matter.
6. The supervisor shall communicate the resolution to all the parties involved as well as outlining the complainant's right to file an appeal to the Director whose decision shall be final.

Parent Code of Conduct

1. The specifics referred to in this addendum to the Parent Code of Conduct, are representative of, but not limited to, conduct expectations for parents:
2. Recognize that the education of each child at ASB is the joint responsibility of the parent, student, faculty, and school community
3. Demonstrate that both parents and the schoolwork cooperatively in the best interest of the child
4. Treat members of the ASB faculty, staff, security personnel and others employed by the school, in a professional and respectful manner
5. Exhibit a good example for students in their conduct, language, and behavior while on campus or at school sponsored activities both during and outside of school hours
6. Contact the school directly when you have a question or need clarification of a school matter rather than depending upon the interpretation of parents or other non-official school sources. It is important to follow the Parent Concern Protocol when you have concerns or questions
7. Refrain from negative gossip or unsubstantiated criticism that disparages the reputation of the school or its employees, including on WhatsApp, Facebook, Twitter, and other social media sites
8. Seek to clarify a child's version of events with the school's view to avoid misunderstanding and to bring about a successful resolution to any dispute
9. Ensure that children attend school regularly and arrive to and are picked up on time
10. Do not threaten or approach any student, staff, or faculty member in an abusive or intimidating manner
11. Anyone not respecting the above guidelines may be asked to leave school premises and, in some cases, may be prohibited from access to the school.