



BEIJING INTERNATIONAL  
BILINGUAL ACADEMY  
海嘉国际双语学校

## CODE OF CONDUCT FOR PARENTS/CARERS/GUARDIANS AND VISITORS

**This Code of Conduct is an unsigned agreement between the Parent, Carer, Guardian, Visitors and Beijing International Bilingual Academy.**

At BIBA we are very proud and fortunate to have a very dedicated and supportive school community. At our school the staff, leadership, parents and carers all recognise that the education of our children is central to all decisions made by the school. BIBA actively encourages close links with parents and the community. We believe that students benefit when the relationship between home and school is a positive one.

We expect our school community to respect our school ethos, keep our school tidy, set a good example of their own behaviour both on school premises and when accompanying classes on school visits.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. From time to time it is necessary for parents and the school to deal with problems relating to particular students. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on very rare occasions, aggression and verbal and or physical abuse is directed towards members of school staff or members of the wider school community.

VIOLENCE, HARASSMENT, INTIMIDATION, THREATENING AND AGGRESSIVE BEHAVIOUR and ABUSE against school staff or other members of the school community, including other parents and students, will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for any form of abuse, bullying, threatening behaviour or violence in our school.

As a partnership we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons we will continue to welcome and encourage parents and carers to participate fully in the life of our school.

The purpose of this code of conduct is to provide the expectations around the conduct of all parents, carers and visitors connected to our school.



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We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher or the Divisional Principal/Director, who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations.

The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur.

**Behaviour that will not be tolerated:**

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/leadership at the school on WeChat or other social media sites.
- Using loud or offensive language or displaying temper.
- Physical intimidation, e.g. standing unnecessarily close to a member of staff.
- The use of aggressive hand gestures, including shaking or holding a fist to another person.
- Regularly messaging or emailing staff and expecting responses at unreasonable times such as late at night or weekends. Emails will be responded to within one working day.
- Constant WeChat messages, emails or phone calls which amount to harassment and intimidation.
- Verbal intimidation for example shouting or swearing either in person or over the telephone.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- Damaging or destroying school property.



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- Sending abusive or threatening emails or messages/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child, (such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking, taking illegal drugs or the consumption of alcohol on school premises (alcohol may only be consumed during authorised events).
- Dogs being brought on to the school premises (other than guide dogs).

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the school is particularly concerned to protect its students from being exposed to such behaviour (whether or not directed at them).

Should **any** of the above occur on school premises or in connection with school, the school may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

### Procedures to be followed

If a parent/carer/guardian or visitor behaves in an unacceptable way towards a member of the school community, the appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed by the parent. Where all procedures have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, a parent/carer/ guardian or visitor may be banned from the school premises for a period of time, subject to review.

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats or violence and actual violence to any child, staff or leader in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence



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suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to their Legal Team for further action. In cases where the code of conduct has been broken but the breach was not libellous, slanderous or criminal matter, then the school will send out a formal letter to the parent/carer/guardian or visitor with an invite to a meeting.

If the parent/carer/guardian or visitor refuses to attend the meeting then the school will write to the parent/carer/guardian or visitor and ask them to stop the behaviour causing the concern and warn that if they do not they may be banned from the school premises. If after this behaviour continues, the parent/carer/guardian or visitor will again be written to and informed that a ban is now in place.

**Note:** a ban from the school can be introduced without having to go through all the steps offered above in more serious cases.

### **Issues of conduct with the use of Social Media – (please refer to our Social Media Policy)**

Most people take part in online activities and social media. It's fun, interesting and keeps us connected.

Within these spaces however we ask that you use common sense when discussing school life online.

**'Think before you post'** We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

They should not use social media as a medium to air any concerns or grievances.

#### **Online activity which we consider inappropriate:**

- Identifying or posting images/videos of children.
- Abusive or personal comments about the school, staff, children or other parents.
- Bringing the school into disrepute.
- Posting defamatory or libellous comments.



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- Emails/WeChat messages circulated or sent directly with abusive or personal comments about school, staff or children.
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff.
- Threatening behaviour, such as verbally intimidating staff, or using bad language.
- Breaching school security procedures.

At our school we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

Parents/carers/guardians or visitors that are found to breach the policy will be dealt with individually and consequences such as ineligibility to attend school events or even permanent withdrawal of child from the school are examples of possible consequences.

### **Conclusion**

Thank you for abiding by this code in our school. Together we create a positive and uplifting environment not only for the children but also all who work and visit our school.

It is important for parents/carers/guardians and visitors to make sure any persons collecting their children are aware of this policy.

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