



St Ignatius School Community Code of Conduct

Within our vibrant St Ignatius School community we have a shared mission of creating a learning environment that ignites the light of faith; leads to excellence in education and fosters the holistic development of each child.

The St Ignatius School community has come together to make shared commitments to:

- foster lived faith experiences built on Ignatian and Mercy teachings, striving to be people of Jesus
- instil lived values and learning dispositions for now and into the future
- provide an engaging and equitable environment with high expectations to enrich and enliven our world, and
- build on our rich history, providing a loving, inclusive and welcoming community of families.

The parents, carers, relatives, friends, supporters and carers of the St Ignatius School community play the essential foundational role in the education, holistic development and faith life of each child. In partnership with the school staff and the wider local community we all work to see God in all things as we love Jesus, love learning and love each other.

Coming together to live our mission and meet our shared commitments, the St Ignatius School community has recognised that the special role of parents, carers, relatives, friends, supporters and carers also brings the special responsibility to:

- ensure all young people in the St Ignatius School community are safe and protected from harm
- model positive respectful behaviours for their student and all young people
- support all school staff to maintain a safe learning environment for all students
- work positively with the school to achieve the best outcomes for students
- communicate constructively, respectfully and in a spirit of partnership with the school
- treat all school staff, students, other members of the school community, visitors and volunteers with respect in all dealings, both personally and through the use of social media
- actively participate in the life of the St Ignatius School community
- respect diversity within the St Ignatius School community and strive for equity and inclusiveness
- actively engage with their child's learning and development in classwork, activities and homework
- participate in the liturgical and faith life of the school
- communicate with their student's teacher or the Principal directly regarding any concerns about their child, other students, staff or community members and use the agreed process
- ensure students' uniforms, grooming and behaviours represent the best values of the St Ignatius School community, and
- respect the enrolment agreement entered into with the school.

As members of the St Ignatius School community we commit to hold each other to these values.

Process for Dealing with Concerns

In cases of concern, the St Ignatius School community undertakes to work to an outcome in a spirit of mutual trust, respect and confidentiality. The objective of this process is to resolve concerns expeditiously, respecting the rights of all involved and as informally as possible.

We agree and engage the following process to address concerns:

- a concern, its resolution and this process will be treated as confidential by all parties, unless otherwise agreed
- the concern of a member of the St Ignatius School community is raised at first instance with the relevant teacher or responsible parent or carer, detailing the general nature of the concern and establishing the need to meet
- a meeting is undertaken and the concern discussed to encourage informal resolution – subsequent meetings may be undertaken assisted by an independent person
- If the concern is resolved informally, the broad nature of the concern and the resolution may be documented for the record of the school, if agreed by the participants
- If the concern cannot be resolved informally, the concern will be referred to the Principal and the following formal procedure applied:
 - the concern, its resolution and this process will continue to be treated as confidential at all times by all participants, unless otherwise agreed
 - the person with the concern must detail the nature of the concern in writing
 - the person responding to the concern will be given an opportunity to respond to the concern in writing
 - the concern may be investigated by an independent person, if the Principal believes more information is necessary to properly engage the concern
 - a formal meeting is undertaken to attempt to resolve the concern with all information provided to all participants
 - any participant may have a support person present at the formal meeting. The support person must:
 - treat the concern, its resolution and this process as confidential, and
 - provide personal support to the participant but not advocate or engage the meeting on behalf of the participant
 - if the concern is resolved by agreement at the meeting, the Principal will document the resolution and give each participant a copy, and
 - if the concern can not be resolved by agreement at the meeting, the Principal will come to a decision regarding the concern at or within ten working days of the meeting and advise all participants in writing of the decision, and
- If a party is not content with the decision of the Principal they may refer the matter in writing to the BCE Head of School Progress and Performance for review.

This policy and process works in conjunction with the Brisbane Catholic Education [Student, Parent and Guardian Complaints Management policy \(bne.catholic.edu.au\)](https://www.bne.catholic.edu.au)