



Mission Statement

'To educate young people to meet the challenges of life courageously, to use their talents to the full and to live the values of Christ's Gospel'

Working Together: A Guide for Parents

Introduction

At Thornton College we are committed to fostering a safe and respectful environment for everyone. We believe that strong, positive relationships between home and school are essential to the success and wellbeing of each young person.

As part of this, we set expectations about the conduct of all members of our community, including the families of students at the School.

When you accept a place for your daughter at Thornton College it marks the beginning of a valued partnership. We look forward to working closely with you in a spirit of mutual respect, kindness and shared purpose. To help us support your daughter effectively, we kindly ask that you engage with the School in a way that reflects our shared values and commitment to their development.

This guide offers clarity on how we can work together positively, outlining how parents can communicate and collaborate with staff, students, and other members of our community - both in person and online.

Supporting your daughter

At Thornton College, we believe that an individual's learning journey is most successful when supported by a strong partnership between home and school. We warmly encourage parents to model positive behaviours and learning habits, and to support their daughter's education and participation in School life by:

- encouraging your daughter in her studies and giving appropriate support;
- ensuring your daughter attends School and arrives on time and ready to learn;
- responding to any requests for information or consent regarding your daughter's participation in School activities in a timely manner;

- engaging quickly, openly and cooperatively with School staff should they raise any concerns with you regarding your daughter's academic progress, behaviour or wellbeing; and
- attending routine parent meetings or any individual meetings arranged to discuss or support your daughter.

This list is not exhaustive.

Sharing information with the School

In order for the School to provide the best possible education and care for your daughter it is essential that details of any matters that may affect your daughter are shared with the School in a timely and transparent manner and that such information is accurate, truthful and not misleading. This will include information (or any updates to information) relating to:

- your daughter's emotional, psychological or physical wellbeing;
- any health/medical condition, disability or allergies;
- any special educational needs;
- any court orders applicable to your daughter;
- your daughter's ability to continue as a student at the school (e.g. inability to pay the School fees/any change in immigration status); or
- any other matter that may impact on your daughter's engagement in day-to-day School life.

Communicating with the School

We value open, timely and respectful communication with parents and kindly ask that you:

- check the most appropriate member of staff to contact about a particular issue;
- refrain from unreasonably duplicating correspondence;
- respect the working hours of staff when making contact and while awaiting a response;
- understand that teachers must prioritise time with their students and are unlikely to be able to answer calls or respond to emails immediately during the School day;
- if requesting a meeting or telephone call, provide as much information as possible in advance so that staff can prepare appropriately and ensure a productive meeting;
- raise any concerns or complaints directly with the School via the appropriate channels; and
- ensure all communications (whether in person, via email, by telephone or otherwise) are reasonable, polite and appropriate, including in respect of the content, tone, volume and/or nature of the communication.

We encourage you to raise any day-to-day queries or issues regarding your daughter's experience at school at the earliest opportunity and we hope we can work together in a constructive manner to resolve them. The School has a Complaints Policy which governs how any complaints will be handled and this seeks to resolve complaints informally, where possible and appropriate.

Respecting professional decisions

While we are always happy to discuss the context of any decision regarding your daughter, we kindly ask parents to trust and respect that, as education professionals, our staff:

- have a duty of care to each individual student which must always be balanced against the needs of the School community as a whole;
- may issue a disciplinary sanction against a student, following due process and in accordance with the School's policies relating to behaviour and discipline, and we trust that parents will support and uphold these measures, recognising they are made with the care and in the best interests of all students;
- will allocate students to teaching sets (where applicable) based on their professional judgment and knowledge of each individual student within the context of the student's peer group; and
- are obliged to act with integrity and honesty when setting target grades or writing references for students.

Of course, should you have any concerns, you are always welcome to raise them through the appropriate channels.

Upholding Our Shared Values

The School appreciates that the vast majority of parents engage positively and respectfully with staff and the wider school community. In rare instances where conduct or communication may not align with the expectations outlined in this guide, the School will respond with care, discretion and a commitment to resolution. Any necessary steps will be taken proportionately and with the wellbeing of students and the school community in mind. These may include, for example:

- writing to the parent/s to remind them of their obligations and the expected standards of behaviour/conduct;
- requiring specific action, for example, to attend a meeting or provide certain information;
- inviting the parent/s to meet with a senior member of staff;
- putting in place a communication plan which places some parameters or conditions on the manner in which the parent/s may communicate with the School;
- restricting access to the school site or certain events, where necessary; or
- reviewing the child's continued enrolment at the School.

This list is not exhaustive.

The School will always respond to an incident in a proportionate way, prioritising at all times the interests of our students.

The following are examples of parental conduct that is particularly serious and may lead to a review of your daughter's place at the School:

- repeated and or persistent breaches of the schools' values or expectations as outlined in this document or Parent Contract;

- treating the School, a member of staff or another member of the School community unreasonably, which may include:
 - acts of physical aggression, violence, intimidation or threat;
 - use of offensive, abusive or otherwise inappropriate or disrespectful language; or
 - any discriminatory, bullying or harassing conduct or behaviour including sexual harassment.
- making a malicious allegation about a member of staff or the School;
- posting derogatory, defamatory or offensive comments about the School or any member of the School community online;
- communicating with the School in person or in writing (directly or indirectly) in a manner which is deemed voluminous, relentless, confrontational, unreasonable, and/or overly aggressive; or
- behaving in a manner which is likely to, or does, adversely affect the safety or welfare of any member of the School community.

This list is non-exhaustive.

Working together in Partnership

At Thornton College, we deeply value the partnership between home and school. We recognise that parenting is both a joy and a challenge, and we are committed to working alongside you with empathy, openness and mutual respect. Our ethos, rooted in kindness, courage and compassion, guides all our interactions. We want every parent to feel welcomed, heard and supported as part of our community. By working together in a spirit of trust and collaboration, we can ensure the very best outcomes for your daughter and for all members of our school family.