



Wellspring Learning Community

Parent Code of Conduct

Commented [HS1]: @Zeina Baroudy: done. Ready for layout.

Last Review: August 2026

Review cycle: x years

Next Review: August 202



Wellspring Learning Community's Mission Statement

Wellspring Learning Community aims to establish an inquiry-based learning environment in which students from diverse backgrounds are given every opportunity to optimize their social, emotional, and academic capacities and talents. Our students will become confident, resourceful, creative, caring, responsible global and local citizens prepared to use their education to contribute in meaningful ways towards improving society, both locally and internationally.

Rationale

Wellspring Learning Community believes that children thrive when school and families work in partnership. This Parent Code of Conduct sets out shared expectations for respectful, constructive, and safe engagement between parents, guardians, students, staff, and the wider Wellspring Learning Community.

Wellspring recognizes that parents are full-fledged partners and as such have the right to ask questions, express concerns, disagree with school decisions, and advocate for their children. This Code of Conduct aims to ensure that concerns are addressed respectfully, fairly, and through appropriate processes, and channels.

The Wellspring Parent Code of Conduct protects both parent voice and the wellbeing of the school community. It should support parents in raising concerns confidently and appropriately by clarifying respectful channels of communication, confidentiality expectations, and safeguarding boundaries.

Core Principles

Parents and guardians are expected to:

- Respect the Wellspring's guiding statements including its mission, values, policies, and professional role by:
 - Supporting the school's educational, safeguarding, inclusion, wellbeing, security and safeguarding responsibilities
 - Respecting that faculty, staff, and school leaders make decisions in the best interests of the whole learning community

- Communicate respectfully by:
 - Using courteous, constructive language in all interactions with faculty, staff, students, other parents, and school representatives
 - Ensuring that all communication is respectful, appropriate, and considerate of others, regardless of the medium used, including face-to-face interactions, email, WhatsApp, and social media
- Use appropriate channels by:
 - Raising concerns directly with the relevant faculty, staff, or leader depending on the issue
 - Sharing concerns directly with the school through appropriate channels and allowing time for a considered response before raising them in broader public settings
- Protect confidentiality by:
 - Respecting the privacy of students, families, faculty and staff
 - Treating school communications and discussions as confidential and sharing them only when expressly authorized by the school
- Support child safeguarding by:
 - Reporting any safeguarding concerns promptly through the school's designated safeguarding channels. (Ref: Wellspring Safeguarding Policy)
 - Respecting Wellspring's safeguarding and investigation processes by allowing concerns involving children, families, or staff to be managed by the appropriate school personnel
 - Protecting the privacy and dignity of all individuals by keeping information related to safeguarding matters and sensitive incidents strictly confidential, and by refraining from sharing personal details, case information, or related communications on parent groups, social media, or other communication platforms

- Inspire students to adopt respectful behavior by:
 - Serving as positive role models by demonstrating the values and behaviors we hope to nurture in our students: perseverance, respect, accountability, responsibility, integrity, and selflessness
 - Demonstrating the value of patience in dealing with challenges and expectations
 - Supporting a positive school culture by speaking respectfully about faculty, staff, leaders, school expectations, and other students when children are present
- Respect boundaries by:
 - Contacting faculty, leaders, and staff during reasonable working hours and through official school channels
 - Recognizing that faculty, leaders, and staff may need time to gather information before responding
 - Supporting effective communication by raising concerns with teachers through the appropriate school channels and scheduling meetings at mutually convenient times, allowing teachers to remain focused on supervising and supporting students during arrivals, dismissals, school events, and the school day
 - Respecting established school processes by addressing concerns involving children through the appropriate school members and channels, allowing the school to manage conflicts, discipline matters, bullying concerns, and incidents in a safe and supportive manner
- Engage constructively with WPAC and parent representatives by:
 - Recognizing that WPAC and class representatives:
 - Serve as bridges between families and school leadership
 - Act in the interest of the wider school community rather than individual cases
 - Are expected to maintain confidentiality and neutrality

Commented [SS2]: -Also i suggest demonstrating patience.
-Serve as positive role models by demonstrating the values and behaviors we hope to nurture in our students.

Commented [HS3R2]: @Salman Sultan - inserted .
Thanks!

- Should not be used to pursue personal grievances, pressure staff, circulate unverified claims, or replace formal complaint/safeguarding channels

Conflict Resolution Process

Parents are encouraged to resolve concerns by following the order detailed in the Wellspring Parents Concern Policy which encourages parents to voice their concerns by:

- First, addressing the concerned faculty or staff member in the presence of their leader
- Then, reporting to the relevant coordinator, counselor, principal or leader in the event the concern remains unresolved
- Finally, escalating the unsolved matter to the Head of School or designated senior leader

In all cases, parents and guardians are encouraged to use the process detailed in the Wellspring parent concern policy whenever necessary.

Commented [SC4]: Re: Conflict resolution process step 1- I am nervous about teachers meeting/emailing parents without the presence of a principal/coordinator. Perhaps we need to make sure teachers inform us immediately about any possible problem and to include us in any email exchange even at this first stage. Should parents be made aware of this ?

Campus Security

Parents, guardians, and visitors must comply with all campus security procedures, visitor protocols, and emergency instructions issued by school personnel. Weapons of any kind, armed bodyguards, or escorts are prohibited on campus.

Breaches of Appropriate Conduct

The following may be considered breaches of the Parent Code of Conduct:

- Verbal aggression, intimidation, harassment, or threatening behavior
- Discriminatory, abusive, or disrespectful language
- Public criticism or shaming of faculty, staff, students, parents, or the school
- Disclosure of confidential information relating to students, families, faculty, staff, or school matters

- Unauthorized recording, distribution, or sharing of meetings, conversations, or school communications
- Making or sharing unverified allegations or accusations
- Contacting, confronting, or attempting to discipline a child other than one's own regarding a conflict or incident
- Misuse of WhatsApp, social media, or other communication platforms to escalate disputes or spread misinformation
- Repeated failure to follow established school policies, procedures, or communication protocols
- Conduct that disrupts school operations, damages relationships within the school community, or compromises student wellbeing

Response to Breaches

Where concerns regarding compliance with this Code arise, the School leadership may take proportionate and appropriate action, including one or more of the following measures:

- Providing a reminder of the Parent Code of Conduct and the expectations it sets
- Meeting with the parent to discuss the concern and identify appropriate next steps
- Issuing a written warning outlining the nature of the breach and expectations for future conduct
- Restricting communication channels to designated methods or points of contact
- Requiring the presence of a senior leader at meetings or communications with school personnel
- Limiting access to the school campus or participation in school events, where necessary, to ensure the safety and wellbeing of the school community
- Referring the matter to safeguarding, regulatory, or legal authorities, where required by law or where circumstances warrant such action

Wellspring learning Community reserves the right to determine the appropriate response based on the nature, severity, frequency, and impact of the breach. It assures its stakeholders that any response will be fair, documented, proportionate, and will not penalize the child for a parent's conduct except where safety or wellbeing requires protective action.

Wellspring believes strongly in partnering with families and will make every reasonable effort to resolve concerns constructively. However, in rare cases involving repeated, serious, or unresolved breaches of this Code of Conduct - particularly where the safety, wellbeing, dignity, or functioning of the school community is compromised – Wellspring leadership reserves the right to review the continuation of the family’s relationship with the school.

Commitment

By being part of the Wellspring Learning Community, I the undersigned,
_____, parent/ guardian of : _____
_____, commit to engaging with the school in a spirit of respect, trust, accountability,
and shared responsibility for the learning and wellbeing of all students.

Parent Signature: _____

Date: _____