



Help for non-English speakers If you need help to understand the information in this policy, please contact the College on 85990500 and ask to speak to your child's Year Level Leader who can arrange an interpreter.

1. Purpose & Rationale

To ensure that members of our community understand Sandringham College's expectations for appropriate interactions with school staff.

2. Scope

Staff at Sandringham College, including teachers, education support staff, office staff, the Assistant Principal/s and Principal are committed to providing a positive and supportive learning environment for all our students. Our staff take their work very seriously and feel privileged to be able to play an important role in each child's education.

Parents/carers and visitors to our school also have an important role to play in fostering a safe and inclusive environment for the entire school community.

3. Implementation

3.1. Respectful behaviours within the school community

All staff at Sandringham College have a right to a safe and supportive work environment, and we expect that parents/carers and visitors behave in an appropriate and respectful manner at all times.

The Department of Education has outlined expectations on parent/carer behaviour within Victorian government school communities in the [Respectful Behaviours within the School Community Policy](#).

3.2. Unacceptable behaviours

When parents and carers engage in unacceptable behaviours against a staff member of another member of the school community, this can affect their health, safety and wellbeing.

Unacceptable behaviours include, but are not limited to:

- being violent or threatening violence of any kind, including physically intimidating behaviour such as aggressive hand gestures or invading another person's personal space
- speaking or behaving in a rude, aggressive or threatening way, either in person, via email, social media, or over the telephone
- sending demanding, rude, confronting or threatening letters, emails or text messages
- discriminatory or derogatory comments
- the use of social media or public forums to make inappropriate or threatening remarks about the school, staff or students.

At the Principal's discretion, unacceptable behaviour may be managed by:

- requesting that the parties attend a mediation or counselling sessions
- implementing specific communication protocols
- written warnings
- conditions of entry to school grounds or school activities
- exclusion from school grounds or attendance at school activities
- reports to Victoria Police
- legal action

The Principal may also seek support from Department of Education staff when managing unacceptable parent or carer behaviour.

3.3. Respectfully raising complaints

We welcome complaints from parents and carers if they are communicated in a respectful and constructive way. Complaints and concerns raised with us can help our school community by providing feedback to improve how our school operates.

When raising a complaint or concern with us, Sandringham College expects all members of our community to act consistently with this policy, our *Statement of Values and School Philosophy* and the Department's [Respectful Behaviours within the School Community Policy](#).

For information on how to raise a complaint or concern with our school, refer to our Sandringham College Parent Complaints Policy.

The [Family Engagement in Learning](#) is also a useful Department resource outlining how parents and carers can best engage with schools to provide feedback, suggestions and complaints.

4. References

- [Work-Related Violence in Schools Policy](#)
- [Respectful Behaviours within the School Community Policy](#)
- [Family engagement in learning](#)

4.1. Further Information and Resources

Sandringham College policies be found in the [policies page](#) on the college website. This includes the:

- Parent Complaints Policy
- Statement of Values and School Philosophy

5. Policy Review and Approval

Policy Number	SC-OP-29	Last Approval Date	March 2026
Policy Owner	Sandringham College	Approved By	College Principal
Policy Reviewer	College Principal	Next Review Date	March 2029
Review Frequency	Document Availability	Policy Delivery	
<input type="checkbox"/> 1 Year <input type="checkbox"/> 2 Years <input checked="" type="checkbox"/> 3 Years <input type="checkbox"/> As Required <input type="checkbox"/> n/a	<input checked="" type="checkbox"/> College Website <input type="checkbox"/> Student Compass <input type="checkbox"/> Parent Compass <input type="checkbox"/> Staff Compass <input checked="" type="checkbox"/> Staff Information Drive <input type="checkbox"/> Enrolment Pack	<input type="checkbox"/> Annual Staff Meeting <input type="checkbox"/> Annual Parent Meeting <input type="checkbox"/> Annual Student Meeting <input type="checkbox"/> Annual School Assembly <input type="checkbox"/> Staff Handbook/Manual <input type="checkbox"/> Staff Briefing <input type="checkbox"/> Student Enrolment Process <input checked="" type="checkbox"/> Compass/website	