



Code of Conduct for Parents, Carers and Visitors to NBS, Al Waab 2026 - 2027

The purpose of this Code of Conduct is to provide guidelines to all parents, carers and visitors to NBS, about expected conduct. This is so we can continue to progress and achieve an atmosphere of mutual respect and understanding in line with our Mission, Vision and School Values.

All NBS staff have a right to work in an environment free from verbal or physical harassment or intimidation of any kind and so we politely require that you adhere to the following points:

- Please respect **all** staff at **all** times, regardless of their ethnicity, background or position
- Treat all staff with the courtesy that you would like to receive yourself
- Ensure the tone you adopt in talking to people is appropriate
- Please be patient if waiting to be seen
- If you wish to speak to someone in Arabic, please do not hesitate to ask for this to be facilitated
- Conduct your business in a professional manner, obey the school rules and remember we are here to help you

We must recognise that as adults, children are observing us and modelling their behaviour on our actions, so it is important we set a good example in the way we communicate and interact.

We expect parents, carers and visitors to:

1. Work positively in partnership with the staff, the teachers and the school management
2. Treat all members of the school community with respect and set a good example in their own speech and behaviour.
3. Always clarify a child's version of events with the relevant teacher, in order to bring about a peaceful solution to any issue.
4. Support the school correcting their child's behaviour appropriately, where it could lead to conflict, aggressive behaviour or unsafe behaviour.
5. Establish a rapport with the teachers to work as a team for the best interests of the child.
6. Make an appointment with the relevant staff member to discuss any issues or concerns you may have. Such appointments must be requested in advance with the reason/ reasons for the meeting, the meeting can then be organised at a mutually convenient time.
7. Any concerns you have should in the first instance be communicated through your child's Class Teacher. If necessary, matters will be referred on to the Team Leader, then Key Stage Coordinator and finally to the Head of Primary. If a solution cannot be found to the concern/ issue raised by a parent it shall be referred to the Principal and Parent Liaison Manager.
8. Positively represent our school to the community.
9. Do not discuss school related issues on social media/ WhatsApp etc. The school will not take any responsibility for information shared through personal WhatsApp groups.
10. Respect the confidentiality of the school and the privacy of teachers, staff and the students.
11. Allow time for any issue to be investigated internally, rather than escalating matters with the MOEHE.

NBS, Al Waab will not tolerate parents, carers and visitors exhibiting the following:

1. Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, staff work area or any other area of the school grounds.
2. The use of loud or offensive language or displaying temper.
3. Acting in a threatening manner either verbally or physically.
4. Threatening to, or causing actual bodily harm to any member of our school community, that includes all staff, parents or students, regardless of the reason.
5. Damaging or destroying school property.
6. Sending abusive or threatening emails, texts or letters.
7. Writing defamatory, offensive or derogatory comments about the school community on social media/WhatsApp groups (personal or school related), or spreading malicious rumours.

Reviewed May 2026: Principal & Head of Primary & EYFS

Next Review Date: May 2027



8. Discussing issues relating to a child that is not their own or making a comparison between their child and another child that is not their own.
9. Approaching a child that is not their own child in order to chastise them, because of alleged actions of this child. Such an approach to a child may be considered an assault and may have legal consequences.

Sanctions:

Should any of the above behaviours occur on the school premises the school will impose sanctions as we cannot tolerate such behaviours. These may include blocking your child's re-enrolment. Where necessary, inappropriate behaviour at NBS, Al Waab may result in banning the person from entering the school grounds and reporting the matter to the Police e.g. intimidation of a member of staff or a child.

We trust that parents, carers and visitors to our school will assist NBS, Al Waab with the implementation of this Code of Conduct to ensure that all members of our wider school community feel safe and comfortable while on the school site.

Please make all persons responsible for collecting children, aware of this Code of Conduct. We thank you for your continuing support.

Kind regards

Newton British School – Senior Management Team