

2026/2027

# Community Code

PARENTS / CARERS



**SINCE 1973**

Owned By:

**Senior Leadership Team**

# PARENTS/CARERS COMMUNITY CODE

At Morna International College, we believe that successful education is built on a strong partnership between school and home, founded on mutual respect, trust, and open communication. We are committed to providing a safe, inclusive, and supportive environment in which all members of our community can thrive.

Parents, carers, and guardians play a vital role in supporting their children's learning and upholding the values of our school. The welfare, safety, and educational development of our students are at the heart of everything we do, and all members of the Morna community share a responsibility to act in their best interests.

By being part of the Morna community, parents and carers are expected to uphold the principles and expectations outlined in this Parents/Carers Community Code and contribute positively to our respectful and collaborative culture.

## 1. Respect for the School Community

Parents and carers are expected to:

- Treat all members of the Morna community with kindness, courtesy, and respect at all times.
- Speak respectfully to staff, students, other parents, and visitors.
- Model appropriate behaviour and language for children.
- Refrain from raising voices, using aggressive language, or engaging in confrontational behaviour on school grounds, at school events, or in communications with the school.
- Respect the diversity of our community and show consideration regardless of nationality, culture, religion, gender, identity, or background.
- Treat others as you would wish to be treated.

Disrespectful, abusive, threatening, discriminatory, intimidating, or harassing behaviour will not be tolerated.

## 2. On Campus Conduct and Safety

Our campus is a place of learning and should remain safe, calm, and welcoming for all.

Parents and carers are required to:

### **Dress Appropriately**

While we embrace our island environment, the school remains a professional educational setting. Swimwear, bikinis or going shirtless are not permitted on school grounds. Appropriate clothing and footwear must be worn at all times.

## **Respect the Mobile Free Environment**

Morna is a mobile phone-free environment for students and staff within the student perimeter fence. Parents and visitors are asked to mirror this behaviour by refraining from using mobile phones within this area during drop-off, pick-up, meetings and school events.

## **Follow Site Access Procedures**

- Enter the school site only during authorised times and in permitted areas.
- Sign in where required.
- Do not enter classrooms, offices, or other school facilities without permission.
- Do not use school equipment, materials, or resources without authorisation.

## **Supervise Children**

Parents remain responsible for supervising their children outside school hours and whenever school staff supervision is not provided. At morning drop-off, once children are under school staff supervision, parents and carers are asked to leave the school premises promptly to help maintain a safe and efficient flow of traffic and ensure the site is clear for the start of the school day.

- Please ensure that children are collected promptly at the end of the school day and after extracurricular activities.
- Parents and carers are asked to leave the school premises in a timely manner once children have been collected, unless attending a scheduled meeting, event, or school activity.
- The school site closes at 5:30pm each day to allow essential cleaning, maintenance, and preparation work to be carried out safely and efficiently.

## **Leave Discipline to the School**

Parents and carers must not approach, reprimand, or discipline another family's child. Concerns should be raised directly with school staff.

## **3. Communication and Professional Conduct**

We encourage open, respectful, and constructive communication between home and school.

Parents and carers should:

- Use respectful and professional language in emails, meetings, telephone conversations, messaging platforms, and all forms of communication.
- Recognise that staff are professionals working to support many students and families.
- Allow reasonable time for staff to investigate concerns and respond appropriately.
- Read school communications carefully and respond to requests where necessary.
- Raise concerns calmly and through the appropriate channels.
- Respect professional boundaries and communication hours.

- Avoid excessive, repetitive, intimidating, harassing, or unreasonable communication with staff.

Communication should remain constructive, reasonable, and solution focused at all times.

#### **4. Digital Conduct and Classlist Etiquette**

The standards expected within our school community apply equally online.

Parents and carers are expected to:

- Use Classlist and other school-approved platforms responsibly, respectfully, and for their intended purpose.
- Ensure that posts, messages, and content shared on Classlist are placed within the appropriate sections and categories of the platform, in accordance with its guidelines and intended use.
- Protect the privacy of students, families, and staff.
- Not share screenshots, personal contact information, emails, messages, photographs, or private information without permission.
- Refrain from posting derogatory remarks, defamatory comments, or unsubstantiated complaints about students, families, staff members, or school policies.
- Not post school related disputes, complaints, confidential matters, or negative commentary on social media, messaging groups, or public forums.
- Do not share or publish photographs or videos featuring other children without appropriate consent.
- Use parent contact information responsibly and only for appropriate school related communication.
- Photographs and videos taken at school events are for personal family use only and should not be shared publicly if they include other children without appropriate consent.
- Do not use artificial intelligence, editing tools, or digital platforms to create, alter, or distribute misleading content relating to students, families, staff, or the school.
- Parents and carers remain responsible for supervising their child's use of technology and online communication outside school hours. School-issued devices retain certain online-safety and web-filtering controls when used away from school, including on private Wi-Fi. Parents who register for Qustodio can also monitor activity and manage filtering rules outside the school day. These controls support online safety but do not replace parental supervision. Further information is available in the Morna International College Qustodio Family Guide or from the IT Department.

Morna International College does not endorse unofficial parent communication groups where they undermine safeguarding, privacy, or data protection responsibilities.

The school's approved parent communication platform is Classlist.

## **5. Data Protection, Privacy and Confidentiality**

Parents and carers are expected to:

- Respect the privacy rights of all members of the school community.
- Follow the school's safeguarding, confidentiality, and data protection policies.
- Handle personal information responsibly and in compliance with the General Data Protection Regulation (GDPR) and Spanish data protection laws.

Protecting the privacy, safety, and wellbeing of our students and families is a shared responsibility.

## **6. Conflict Resolution and Communication Channels**

When concerns arise, we are committed to resolving them constructively through the appropriate channels.

### **Early Years Foundation Stage**

1. Contact your child's Class Teacher
2. If the matter remains unresolved, contact Head of EYFS
3. Further concerns may be referred to the wider Senior Leadership Team, including the Head Teacher and Executive Director, as appropriate.

### **Primary School**

1. Contact your child's Class Teacher
2. If the matter remains unresolved, contact Assistant Head or Head of Primary
3. Further concerns may be referred to the wider Senior Leadership Team, including the Head Teacher and Executive Director, as appropriate.

### **Secondary School**

Please use the route most relevant to the nature of your concern:

1. Pastoral or wellbeing concerns: Contact your child's Form Tutor. If the matter remains unresolved, contact the relevant Pastoral Key Stage Leader, followed by the Assistant Head responsible for Behaviour and Pastoral Care or the Head of Secondary.
2. SEND concerns: Contact the SENCO. If the matter remains unresolved, contact the Head of Secondary.
3. Concerns about the quality of teaching in a subject: Contact the relevant Head of Department or Subject Coordinator, followed by the Assistant Head responsible for Teaching and Learning and then the Head of Secondary.

4. Safeguarding concerns or concerns about another child: Contact the Designated Safeguarding Lead.
5. If necessary, further concerns may be referred to the wider Senior Leadership Team, including the Head Teacher and Executive Director, as appropriate.

Parents are expected to engage respectfully throughout this process and allow reasonable time for investigation and response.

School staff will not become involved in disputes between parents, family members, or third parties, or in incidents arising from the misuse of digital or virtual communication outside school, except where there are safeguarding concerns.

## **7. Health, Safety and Wellbeing**

For the safety of all members of the community:

- Smoking, vaping, and the use of illegal substances are prohibited on school grounds.
- Parents and carers must not enter the campus or collect children whilst under the influence of alcohol, drugs, or any substance that may impair judgement.
- Any behaviour that places students, staff, or families at risk will be treated very seriously.
- As members of the community, parents and carers are expected to support the school's safeguarding practices at all times.

## **8. Dogs and Animals on Site**

Dogs and other animals are not permitted on school grounds.

Registered assistance dogs may attend where prior arrangements have been made with the School and where the dog is accompanying the person for whom the assistance is required.

## **9. Parking and Traffic Safety**

Parents and carers are expected to:

- Follow all parking regulations, traffic procedures, and on-site signage.
- Park only in clearly designated areas.
- Respect staff responsible for parking and traffic management.
- Drive carefully, observe the on-site speed limit of 10 km/h, and show consideration for others around the school site.
- Turn off vehicle engines whilst waiting in collection areas.
- Prioritise the safety of students and pedestrians at all times.

## **10. Partnership Between Home and School**

A successful school community relies upon cooperation and mutual respect.

Parents and carers are expected to:

- Support the school's values, policies, and procedures.
- Work collaboratively with staff in the best interests of students.
- Encourage children to behave respectfully and responsibly.
- Address disagreements privately and constructively rather than publicly or through social media.
- Respect the professional judgement of school staff and established school procedures, even where there may be differences of opinion.
- Understand that decisions regarding curriculum, assessment, student placement, behaviour management, safeguarding, and educational provision ultimately rest with the school.
- Recognise and support the wellbeing of staff by engaging respectfully and constructively at all times.
- Behave respectfully at school events and represent the school community positively.

## **11. Role of the Morna PTA**

The PTA plays an important role in supporting the school community and strengthening relationships between families and the school.

Members of the PTA are expected to:

- Act in good faith and in the interests of the wider school community.
- Avoid using the PTA to pursue personal grievances or individual agendas.
- Work collaboratively and respectfully with staff, leadership, and fellow parents.
- Maintain confidentiality.
- Encourage positive and solution focused discussion.

Individual concerns or complaints should be directed through the school's established communication channels.

## **12. Breaches of the Parent / Carer Community Code**

Morna International College reserves the right to take proportionate action where this Community Code is breached.

Such action may include:

- Verbal reminders.
- Written warnings.
- Meetings with school leadership.
- Restrictions on methods of communication.
- Restrictions on access to the school site.
- Suspension of participation in school activities.

- In serious cases, involvement of external authorities or a formal ban from entering school premises.
- In the most serious cases, where there has been a significant breach of this Code and all reasonable attempts to resolve matters have been unsuccessful, the school reserves the right to review the family's continued membership of the school community.

The school is committed to maintaining a safe, respectful, and positive environment for all members of the community.

## Document Control

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