

## Literacy Connections Whānau Conduct Expectations

Literacy Connections is committed to providing a safe and healthy environment for students, tutors, whānau and visitors.

Our tutors follow this [Code of Conduct](#)

Our whānau Code of Conduct serves as a reminder to all parents and caregivers that their conduct must support everyone's emotional and physical wellbeing, and not harm it in any way.

### The Code of Conduct applies:

- to all conduct, speech, and action, and includes emails, texts, phone calls, social media, or other communication
- while on the tutor's property, or other venue where tutoring takes place.

### Standards of Conduct

Literacy Connections expects parents, caregivers, and visitors to:

- treat everyone with respect
- work together in partnership with tutors for the benefit of students
- respect and adhere to our values
- set a good example for students at all times
- follow concerns and complaints procedure to handle any complaints
- adhere to policies and procedures

Examples of unsuitable conduct include:

- threats, bullying, harassment
- profanity/offensive language
- insulting, abusing, or intimidating behaviour
- racism or discrimination (e.g. based on ethnicity, religion)
- physical aggression
- deception/fraud
- damaging property
- smoking, vaping, possessing, or using alcohol/drugs/other harmful substances on the tutor's premises
- placing unreasonable and excessive expectations on staff time or resources
- pursuing a complaint or campaign, or making defamatory, offensive, or derogatory comments, regarding the tutor or Literacy Connections on social media or other public forums

- wearing gang insignia

### **Dealing with Breaches of the Code of Conduct**

How Literacy Connections deals with breaches of our Code of Conduct depends on the nature of the incident and its seriousness, and the process any witness or victim of the behaviour feels most comfortable with. Examples include:

- documenting each instance of behaviour, including the date, time, place, who was present, what was said (verbatim if possible), how any witness or victim felt and/or responded
- holding a meeting with the relevant person to discuss the problem and possible resolution
- issuing a warning letter that outlines the problem and required resolution, and reminds them of the possible outcomes of repeated conduct
- dissolving the tutoring agreement.

### **Outcomes of Breaching the Code of Conduct**

If a parent, caregiver, or visitor acts or speaks in a way that contravenes the Code of Conduct, possible outcomes may include:

- The tutor may ask them to leave their property or the venue of tutoring.
- Unacceptable behaviour of a criminal nature may result in the police being informed.
- In the case of behaviour amounting to harassment, a restraining order may be sought.
- In some instances, it may be appropriate to refer behaviour to a third party for resolution. For example, a Facebook comment that contravenes this policy may result in a report to Facebook.