



Parent Code of Conduct



NWST PARENT CODE OF CONDUCT POLICY.

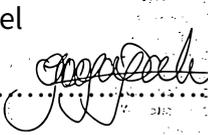
This Policy is issued on the authority of the Board of Trustees, Nairobi Waldorf School Trust.

Effective Date of the Policy: October 2025

Execution Date of the Policy:21st October 2025.....

Chairperson, Board of Trustees

Name: Pooja Patel

Signature:.....

Date:15th October 2025.....

POLICY AMENDMENTS

Serial No. 001

Amendment

Date of Policy 15th October 2025

Nature of Change New Policy

Name & designation of the authorized person Pooja Patel - Chair of the Board

FORWARD

At Nairobi Waldorf School Trust, we believe that children thrive when parents and the school community work closely together. We therefore welcome and value the contributions of parents and caregivers, who play a vital role in their children’s academic, social, emotional and physical development.

Our school is committed to creating an environment where all children feel happy, safe, secure, and where they are supported to achieve their best with the maximum opportunity to learn.

As members of the school community, parents are expected to conduct themselves in a lawful, ethical, safe, and responsible manner that recognizes and respects the rights of others and the expertise, experience, and qualifications of staff.

The Parent Code of Conduct Policy provides statements that serve as a reminder to all members of the school community of their obligations as a member of The NWST community.

This Policy applies to all adults including parents, guardians, step-parents, grandparents, extended family, advocates, and any other persons involved in activities or communication-related to the NWST.

This Policy is reviewed and enforced by the Executive Team of Nairobi Waldorf School Trust.

Name.....POOJA PATEL

Signature..........

Date.....15TH OCTOBER 2025.....

ABBREVIATIONS

CT	Class Teacher
PL	Pedagogical Leader
PT	Pedagogical Team
QAD	Quality Assurance Director
PD	Pedagogical Director
AD	Admin Director
NWST	Nairobi Waldorf School Trust
IB	International Baccalaureate
BTEC	Business and Technology Education Council

MISSION AND VISION STATEMENTS

Vision

Nurturing holistic beings.

Mission

To be the leading inspirational School in Kenya by nurturing, through Waldorf education, to enable balanced, free individuals capable of critical, creative, and flexible thinking.

Values

1. Reverence:
Nurturing deep respect for individuals and our connections to the world.
2. Inventiveness:
Inspiring thoughts and actions through innovation.
3. Freedom
Encouraging individuality while maintaining personal responsibility.
4. Imagination
Cultivating the creative, imaginative minds of students.

5. Diversity

Embracing and appreciating our differences.

TABLE OF CONTENTS

CONTENT	PAGE
POLICY AMENDMENTS	1
FORWARD	2
ABBREVIATIONS	3
MISSION AND VISION STATEMENTS	3
BACKGROUND	5
PURPOSE OF THE POLICY	5
SCOPE OF THE POLICY	5
POLICY PROCEDURE	6
POLICY IMPLEMENTATION	7
1. Conflict Resolution	7
2. Communication	7
3. Reporting Issues & Escalation Matrix	8
4. Behavioural Expectations	8
5. The time available for parents to meet with staff.	9
6. Parental Involvement in School Life	9
7. Collaboration Between Parents and Teachers	9
8. Interaction with Other Parents	10
9. Importance of Respect & Collaboration	10
10. Conduct on School Grounds	10
11. Physical Safety and Conduct	11
BREACHING OF THE POLICY	11
POLICY IMPLEMENTATION, MONITORING, AND REVIEW.	13
RELATED POLICIES	13
ROLES AND RESPONSIBILITIES	13
POLICY COMMUNICATION	13
RIGHT OF APPEAL	13
	14

BACKGROUND

The NWST being a community School made up of a rich variety of individuals and groups who strive to work together to educate students to grow into holistic individuals, capable of thinking critically, creatively, and independently. Shared community values allow the members of the community to work together and enjoy the fellowship that arises from their collaborative efforts.

This policy, alongside others, sets out the standards of behavior expected of all parents and guardians when engaging with the school, its staff, and students.

This policy does not attempt to provide a detailed and exhaustive list of what to do in every aspect of your involvement with the school. Instead, it sets out general expectations of the standards of behavior required.

The policy places an obligation on all parents and guardians to take responsibility for their own conduct and to work with the school and its staff cooperatively to achieve a consultative and collaborative place with which people are proud to be associated.

PURPOSE OF THE POLICY

The NWST Parents Code of Conduct Policy aims:

1. To ensure that children feel happy, safe, and secure, and have the maximum opportunity to learn.
2. To ensure that parents and guardians conduct themselves in a lawful, ethical, safe, and responsible manner that recognizes and respects the rights of others and the expertise, experience, and qualifications of staff.
3. To serve as a reminder to all members of the school community of their obligations as a member of The NWST community.
4. To affirm a relationship of mutual trust and partnership between parents and teachers, recognizing teachers' professional authority in the classroom and their role as co-educators in supporting each child's growth.

SCOPE OF THE POLICY

This policy intends to apply to all adults including parents, guardians, step-parents, grandparents, extended family, advocates, and any other persons involved in activities or communication related to the NWST.

This Policy also intends to apply to all parents, and guardians during their involvement with the school. With this right comes the responsibility to be law-abiding citizens and to be accountable for actions that put at risk the safety or well-being of others

POLICY PROCEDURE

All members of the school community are expected to behave with respect, and civility and in the manner of a responsible citizen.

Guiding Principles

Parents and guardians are expected to:

1. Support the school's educational philosophies of Waldorf, BTEC and IB, including the developmental needs of the child, creative inquiry, and ethical global citizenship. Aligning with Waldorf values of compassion, understanding and community harmony.
2. Model respectful behavior and positive engagement for children, parents, staff, board and other students.
3. Uphold the dignity and authority of teachers as professionals and co-guides in your child's development.
4. Active positive participation in school life.
5. Use appropriate channels to address concerns, questions, or disagreements.

It is appropriate to approach the class teacher in the first instance to seek their intervention in bringing about an equitable and peaceful solution to the situation. If the situation remains unresolved, an approach should be made to the PT- Chair, PD, and the AD.

Bullying has no place within our community and as such will not be acceptable. This is as true for adult-to-adult interaction as it is for child-to-child. All interactions between members of our community must be in keeping with the values espoused by the school and school policies.

Instances of bullying must quickly be brought to the attention of the CT, PL, PD, or AD, in line with our school policy.

The NWST community should ensure that everyone within the school community is treated with respect, fairness, and dignity. Respect and treat others fairly, regardless of their race, ancestry, place of origin, color, ethnic origin, citizenship, religion, gender, sexual orientation, age, or disability. Online behavior has real-world consequences for community trust and student wellbeing, and therefore, inappropriate use of social media regarding The NWST will not be accepted/tolerated.

We aim to resolve all differences of opinion, personality clashes, etc., through calm dialogue between the parties directly involved whilst respecting the dignity of each and every person.

Any individual working as a “volunteer” within the school is obliged to avoid forming opinions on other students or staff, and sharing their opinions with the broader community.

Under no circumstances is a parent or guardian to approach another child, whilst they are in the care of our school, to discuss or chastise them because of their actions. Such an approach to the child may be seen to be an assault on the child and may have legal consequences. In addition to this, direct Parent and Guardian contact should be avoided when there has been an incident at the school involving their child or children. All such matters should be directed to the Class Teacher, or PD if the Class Teacher isn't available.

POLICY IMPLEMENTATION

1. Conflict Resolution

- Respect and dignity will be accorded to all members of the school community, staff, and all children at the NWST.
- Any conflict on school grounds will be dealt with in a mature and appropriate manner in accordance with existing NWST Policy and Procedures. Where students are concerned, an approach to the school will be made in the first instance.
- Every effort will be made to listen to the grievances of all parties in a calm and rational manner without recourse to involvement with outside parties who are not directly involved.
- Parents have the right to raise issues and concerns related to the Waldorf education of their child or NWST matters. Parents should ensure that they raise their issues and concerns with the right person and follow the prescribed communication channels. Refer to the School Complaint Management Policy which is available on the NWST at both Lavington and Karen Campuses or our website.

2. Communication

- Parents will at all time use courteous and acceptable written and spoken language in all communications with students, staff, and other parents and

members of the school community. No profane, insulting, harassing, aggressive, or otherwise offensive language may be used.

- Parents will act in the best interests of students, their families, and staff members. They will not engage in malicious or judgmental gossip and should ensure that anything they say about others is fair and truthful.
- We value our diverse community and respect the rights, religious beliefs, and practices of individuals and their families. We respect points of view that are different from our own and all members of our community must refrain from actions and behavior that constitute harassment, discrimination, or vilification.

3. Reporting Issues & Escalation Matrix

If a parent has a concern or issue:

Step 1: Speak directly to the relevant teacher or staff member (privately and respectfully).

Step 2: If unresolved, raise the matter with the Class Teacher / Class Guardian in writing, or with the Class Representative who will raise it with the Class Teacher.

Step 3: If further escalation is needed, contact the PT Lead.

Step 4: If the issue remains unresolved, request a meeting with the Director of Pedagogy or Director of Administration.

Step 5: In exceptional cases, issues may be brought to the School Board in writing through the Board Chair (via the School Office).

Social media is not an acceptable platform for raising or discussing school grievances and should not be used for such communication.

4. Behavioural Expectations

Parents must:

- Be punctual for school drop-offs, pick-ups, and events.
- Avoid raising voices, refrain from using foul language, or displaying aggressive behaviour.

- Respect school property and the surrounding environment.
- Support the school's disciplinary approach and avoid undermining staff decisions in front of children.
- Uphold all of the school's policies, including the health, safety, and child protection policy.
- Attend parent class meetings and one on one meetings - attendance to these meetings is compulsory.
- Take an active interest in the education of the child.

5. The time available for parents to meet with staff.

Meetings with teachers should be prearranged. The moment of drop off and pick up is not the time for a meeting as the teacher has many children to deal with. Parents should be mindful of the teacher's time, communicate the reason for the meeting and allow the teacher time to prepare unless there is a genuine emergency.

6. Parental Involvement in School Life

Parents are encouraged to actively participate in the school community to support their children's educational journeys. Opportunities for involvement include:

- Joining the Parents' Association;
- Volunteering at school events, fairs, or cultural activities;
- Supporting class projects and excursions;
- Contributing skills, expertise, or resources to school initiatives;
- Attending parent education evenings, workshops, town halls, and community meetings;
- Participating in work days or school beautification projects;
- Fundraising activities.

7. Collaboration Between Parents and Teachers

Parents play a vital role by working together with teachers to create a positive learning environment for students. Examples include:

- Sharing personal knowledge, learning, and experiences with students;
- Offering praise and encouragement for students' efforts;
- Supporting the development of 'Hands, Heart, and Head';
- Recognizing and encouraging individuality in both themselves and students;

- Ensuring students have the appropriate items for learning and consulting teachers if unsure;
- Promoting decision-making and allowing students to learn from their own mistakes ('risk taking');
- Encouraging healthy, active lifestyles;
- Setting realistic and achievable goals;
- Modeling positive relationships;
- Taking an interest in students' schoolwork and assisting with homework;
- Asking students about their day; and
- Demonstrating happiness, confidence, and a passion for life.

8. Interaction with Other Parents

- Parents should at all times treat each other with respect and protect the privacy of contact information.
- Unsolicited messages or "spam" should not be sent to other parents, and email addresses should not be forwarded without permission.
- The school will only share parent email addresses with explicit consent.
- Class representatives and activity organizers will not share parent contact information without permission.

9. Importance of Respect & Collaboration

The school thrives when parents, staff, and students work together harmoniously. Respectful, solution-oriented collaboration:

- Fosters trust within the community;
- Models positive behavior for children; and
- Strengthens the nurturing Waldorf environment.

10. Conduct on School Grounds

Parents and guardians are encouraged to engage with the NWST community and support school events. On school grounds, they are asked to:

- Treat school property with care;
- Respect school policies for safe and effective operations;
- Follow parking rules and regulations;
- Sign the visitor register at the school office during school hours and comply with all safety and emergency procedures;

- Listen respectfully during NWST events or meetings, and refrain from causing disturbances during performances or speeches;
- Not interrupt or distract teachers during classroom instruction except in emergencies;
- Accept the teacher’s authority when visiting a classroom, understanding that attendance is at the teacher's discretion. Teachers may ask a parent to leave if:
 - Assistance is not required;
 - The parent's presence distracts students or teachers;
 - The parent is not in control of their emotions.

11. Physical Safety and Conduct

All school parents and guardians are expected to uphold the highest standards of behavior to ensure a secure and respectful environment for all. In particular, it is essential that parents and guardians:

- Do not use any object—whether as a weapon or otherwise—to threaten or intimidate another person.
- Do not cause injury to any person through the use of any object.
- Do not possess, be under the influence of, or provide others with alcohol or illegal drugs at any time.

Additionally, any parent or member of the school community who brings a relative, friend, support, carer, or any other individual to an official school activity—organized by or for the benefit of the school and its students—remains wholly responsible for ensuring their guest’s conduct. It is expected that all guests act in accordance with this Code of Conduct at all times while on school premises or attending school functions.

BREACHING OF THE POLICY

Consequences of a Breach of the Parent Code of Conduct

The NWST is a community school committed to fostering the holistic development of students. Our shared values guide our collaborative efforts to educate young people to be resilient, creative, independent collaborators.

When a breach of policy or the Code of Conduct occurs, the NWST management team will investigate and submit a detailed report to the management for a final decision. The consequences for any member of the school community will be determined by the management in consultation with the Board of Trustees.

Any parent, staff member, or student who believes a breach of the Parent Code of Conduct has occurred should notify the Quality Assurance Director (QAD), Pedagogic Director (PD), or Admin Director (AD). They will investigate the complaint and, if a breach is confirmed, the following actions will be taken:

1. First response

- First written warning.
- Meeting with a member of the executive team.
- And/or letter issued to inform the parent about the outcome of the investigation.

2. Second response

- Final written warning.
- Meeting with the executive team.
- Letter issued to inform the parent that another breach of the Code of Conduct has occurred.
- Another breach of the Code of Conduct will not be tolerated.

3. Third response

- A banning from being on the school grounds or attending any extra-curricular activity or school event.
- A direction, in the case of a parent/guardian, that he/she may only communicate with members of staff through a specified School representative.
- In extreme cases a restraining order may be sought against the relevant person.

Correspondence that is in breach of this Code of Conduct, because of the language and expression used, or the manner in which it is sent or delivered, will be reprimanded under the policy.

Nothing in this Policy precludes any person from exercising their individual legal rights in respect of obtaining restraining and intervention orders, reporting assault, bringing action for defamation, exercising rights under vilification or discrimination laws or in any other way.

The Director of Administration reserves the right to determine consequences for non-compliance to this Parent Code of Conduct and reserves the right to prohibit or remove an individual deemed to be a threat to students, staff or community members. The Director of Administration may inform the Board of Trustees and if required the local authorities.

POLICY IMPLEMENTATION, MONITORING, AND REVIEW.

The overall responsibility for implementing the Policy is vested in the NWST Director of Administration and shall be assisted by the NWST Director of Pedagogy.

Once approved, this Policy shall be reviewed annually or when the need arises. However, the period from one review to the next will not exceed 24 months.

RELATED POLICIES

This Policy works in conjunction the following policies:

1. NWST Child Safety and Protection Policy.
2. NWST Complaints and Raising Concerns Policy.
3. NWST Communication Policy.
4. NWST Conflict Resolution Policy.
5. Whistleblowing Policy.
6. Bullying Policy.

This policy will be reviewed in accordance with The Waldorf Education Curriculum and Guidelines on maximum 2 year Cycle.

ROLES AND RESPONSIBILITIES

1. School Board - Approval of the Policy.
2. Director of Administration & Director of Pedagogy - Implementation of the Policy.
3. Human Resource Manager - Policy writer and Policy Owner.
4. Members of the NWST Community and service providers - Policy Stakeholders.

POLICY COMMUNICATION

This Policy shall be communicated through the procedures stipulated and approved by the NWST board.

RIGHT OF APPEAL

This policy will apply to any decisions made by the NWST Board and the School Director under this Code of Conduct and decisions may be appealed using the NWST procedures for complaints and resolution.