



Approaching Your School

A parent and community guide for seeking information and expressing concerns.

From time to time parents or other members of the school community may need to approach the school in order to:

- discuss the progress or welfare of own child
- express concern about actions of other students
- enquire about school policy or practice
- express concern about actions of staff

It is therefore necessary to have procedures that will help solve problems as soon as possible so that a safe and harmonious school environment is maintained. The best results usually flow from working together.

These guidelines aim to:

- provide a guide in order that concerns are dealt with using a solution focused approach in an open and fair manner
- ensure that the rights of students, teachers and parents are respected and upheld
- support sensitivity and confidentiality
- help reach an agreed solution

On occasion, concerns may cause frustration and anxiety. At such times it is always important to organise a time to talk with school staff in an unhurried and confidential atmosphere.

Teachers, parents and community working together for successful schooling.

CONCERN	APPROPRIATE ACTION
The academic progress of own child	<ul style="list-style-type: none">• Directly contact the child's teacher either by note, email or by telephoning the office to arrange an interview at a mutually suitable time to discuss any issues. A reminder that, due to teaching and school duties, teachers will return calls in an appropriate time frame.
The welfare of own child	<ul style="list-style-type: none">• Contact your child's teacher to clarify information.• For more serious concerns, contact the office. State nature of concern and arrange a suitable time to talk with class teacher and/or Assistant Principal. ES1 (Kindy) Ms Steed S1 (Yr1&2) Mrs Mitchell S2 (Yr 3&4) Mrs Marsaus S3 (Yr 5&6) Mrs Whitford• To convey information about change of address, telephone number, emergency contact, custody details, health issues etc. please contact the office.
Actions of other students	<ul style="list-style-type: none">• Contact the class teacher for a classroom or playground problem to clarify information.• Under Child Protection guidelines, parents are not to approach other students to attempt to resolve issues.• To enable a fair, unbiased and solution focused resolution parents must allow the school to resolve issues between students.
School policy or practice	<ul style="list-style-type: none">• Contact office. State nature of concern and make an appointment to see the Deputy Principal (Susie Croker K-2, Nic Rogencamp 3-6).
Actions of a staff member	<ul style="list-style-type: none">• Contact the office and state concerns to the Principal (Betty Ploeg).

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