



## 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.**

<b>CONCERN</b>	<b>APPROPRIATE ACTION</b>
The academic progress of own child	<ul style="list-style-type: none"> <li>• Directly contact the child's teacher either by note, electronic medium 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.</li> </ul>
The welfare of own child	<ul style="list-style-type: none"> <li>• Contact your child's teacher to clarify information.</li> <li>• For more serious concerns, contact office. State nature of concern and arrange a suitable time to talk with class teacher and/or Assistant Principal. ES1 (Kindy) Ms Mesiti S1 (Yr1&amp;2) Mr Steel S2 (Yr 3&amp;4) Miss Chamberlain S3 (Yr 5&amp;6) Miss Feeney</li> <li>• To convey information about change of address, telephone number, emergency contact, custody details, health issues etc. please contact the office.</li> </ul>
Actions of other students	<ul style="list-style-type: none"> <li>• Contact the class teacher for a classroom or playground problem to clarify information.</li> <li>• <b>Under Child Protection guidelines, parents are not to approach other students to attempt to resolve issues.</b></li> <li>• To enable a fair, unbiased and solution focused resolution parents must allow the school to resolve issues between students.</li> </ul>
School policy or practice	<ul style="list-style-type: none"> <li>• Contact office. State nature of concern and make an appointment to see the Deputy Principal (Helen Paris/Hollie Brito or Julie Torney) or appropriate member of staff.</li> </ul>
Actions of a staff member	<ul style="list-style-type: none"> <li>• Contact the office and state concerns to the Principal (Betty Ploeg).</li> </ul>

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