

PARENTAL COMMUNICATION POLICY

RATIONALE

Amsleigh Park Primary School is committed to good communication and treating everyone according to our school values of respect, Integrity, empathy and tolerance. It is important to remember that everyone in the school community should work together in the spirit of cooperation and understanding and should conduct themselves in a respectful, calm and courteous manner. All members of the school community are bound by the requirements of this policy when raising a concern at the school.

GOALS

- To define a clear process for raising concerns with the teaching staff and/or the principal.
- To ensure that our process for raising concerns is consistent with the school values respect, Integrity, empathy and tolerance
- To enhance the partnership between parents and teachers in each child's best interests.
- To ensure that school communication is of the highest possible standard.

GUIDELINES

1. All staff of Amsleigh Park Primary School have a professional obligation to ensure all concerns raised by parents are handled according to the requirements of this policy.
2. A clear process will be used when handling a concern that indicates what parents might reasonably expect to happen. (see attached)
3. As teachers have a duty of care to students between 8.45am and 3.45pm all appointments need to be made out of this time.
4. When raising a concern parents can speak to their child's classroom teacher, specialist teacher, sub-school leader or the principal.
5. Matters that are best addressed by the classroom or specialist teacher may include: individual student needs, academic progress, behaviour and discipline issues, non-attendance at school and challenging or changing family circumstances.
6. Matters that are best addressed by the principal or assistant principal may include: school facilities, school fees and charges, student reporting, school policy, dress codes and/or serious discipline issues.
7. The principal and/or assistant principal will also be available to speak to parents about any other concerns they may have and prefer to raise with a more senior member of staff.
8. If parents and a staff member disagree on an outcome of a concern they have raised they can contact the principal or sub-school leader to discuss the matter further.
9. If a concern raised involves another student at the school then parents should not make direct contact with the student or their parents. All such concerns should be handled by a member of staff according to the requirements of this policy.
10. Some concerns raised with teachers may not require further 'follow up' with parents and this will be agreed between the teacher and parent/s at the time of the initial contact or meeting.
11. If a parent requires specific feedback this should be communicated to the staff member during the initial contact or meeting.
12. Further information about raising a complaint or concern can be found on the DET website.
<http://www.education.vic.gov.au/about/contact/Pages/complainschool.aspx>

ACHIEVEMENT MEASURES

- Parent Opinion survey – approachability variable

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Next Review: May 2017

Addressing an issue or concern at Amsleigh Park Primary School

Amsleigh Park Primary School is committed to good communication and treating everyone according to our school values of respect, Integrity, empathy and tolerance. We will endeavour to work with parents in a positive manner seeking to enhance the partnership between families and the school. The following process has been developed by the school to ensure all parties understand how a parent can communicate a concern with a staff member and what they might reasonably expect to happen.

1. Choose the best person with whom to communicate your concern, e.g. classroom teacher, principal or school leader.
 - Matters that are best addressed by the classroom teacher or specialist teacher may include: individual student needs, academic progress, assessment, behaviour and discipline issues, non-attendance at school and challenging or changing family circumstances.
 - Matters that are best addressed by the principal or sub-school leader may include: school facilities, school fees and charges, student reporting, school policy, dress codes and/or serious discipline issues. The principal will also be available to speak to parents about any other concerns they may have and wish to raise with a more senior member of staff.
2. Contact the school office or classroom teacher to make an appointment outside of 8.45am and 3.30pm as teachers have a duty of care to students during these times. Parents should refrain from approaching teachers during class time, which compromises this duty of care.
3. If the situation requires urgent or immediate attention the staff member will make every effort to resolve the matter quickly. Urgent matters include any issues that affect immediate student safety, health or wellbeing. Any urgent matters should be taken via the school office and can then be dealt with by the principal and/or assistant principal.
4. For non-urgent matters the classroom teacher, principal or sub-school leader will commit to an arrangement to either contact you via telephone or have a face-to-face meeting in a timely manner.
5. Where possible it is best if a concern can be resolved quickly. There may be some instances where further information is required. In this instance an undertaking will be given by the staff member for a subsequent appointment.
6. If the matter requires any specific follow up information or outcome to be provided to the parent the staff member will indicate when they might expect a response, and how this response will be communicated to them.
7. The staff member who dealt with the concern will be responsible for following up with the parent.
8. If a parent has raised a concern with a classroom teacher and is not satisfied with the response they should contact the principal to discuss their concerns further.
9. If a parent believes their complaint has not been resolved appropriately they can access information from DET about raising a complaint.

<http://www.education.vic.gov.au/about/contact/Pages/complainschool.aspx>

<http://www.education.vic.gov.au/Documents/about/contact/parentcomplainbrochure.pdf>