

Approaching Our 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 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	Directly contact the child's teacher either by note, by phone or in person, to arrange a suitable time to discuss any issues.
The welfare of own child	For minor issues, directly contact your child's teacher to clarify information. For more serious concerns, contact the office. State the nature of your concern and arrange a suitable time to talk with class teacher or appropriate staff member. To convey information about change of address, telephone number, emergency contact, custody details, health issues etc, please contact the office.
Actions of other students	Contact the class teacher for a classroom concern. Contact the classroom teacher/assistant principal, then the principal for playground concerns.
School policy or practice	Contact office. State nature of concern and make an appointment to see the principal or an appropriate member of staff.
Actions of a staff member	Contact the teacher directly in the first instance.