



## Communicating with the School

The relationship between the home and the school plays a very important part in a child's education. Parents play a critical role in successful learning; they contribute much to their child's development and are among the most important influences on the way in which the child approaches learning.

Teachers are responsible for the more formal aspects of children's learning, and successful teaching builds on the home experiences of the child. This is most effective where there is an active partnership with parents.

Two-way communication is a critical factor in the partnership between parents and the school. Where a partnership exists, it is easier for parents to feel confident about the teaching and learning that takes place in the classroom and to solve problems.

### *Matters relating to your child in the classroom*

Teachers report student performance to parents and care givers in a range of forms. These could include formal and informal meetings and interviews, telephone calls, portfolios, open classroom evenings and student progress reports. This communication process involves parents as partners in their child's education and development.

All parents are encouraged to maintain regular contact with their child's teacher.

Unplanned meetings may not result in a positive outcome due to the preparation time required by teachers.

Please make an appointment through the school office, for a convenient time to discuss your child's progress.

### *Other School Matters*

Other enquiries and concerns relating to school issues should be directed to the office where the School Officer and the Registrar will determine the staff member with responsibilities in that particular area. A message will then be passed on to that person for a response. It may well be appropriate for one of the Deputies or Principal to address the matter. This does not relate to private or personal messages which should be dealt with out of school hours unless of an urgent nature.

### *Staff privacy*

Enquiries and concerns regarding school and student matters should be dealt with through the school, in school time. All staff have the right of privacy out of hours and ask for this right to be respected.

### *What to do if you have a problem*

- Identify the problem clearly before going to the school.
- If there is more than one problem, list them to ensure that the extent of the problem is clear to the school.
- Decide whether the problem is a concern, a query or a complaint. This will help in finding a solution.
- Make an appointment to talk with the teacher. This should be arranged through the school office.
- Stay calm. Even if you don't feel it, being calm will help your child's education. Positive two-way communication is required for this partnership to succeed.

Revised on:

Reviewed on:

School Board Endorsement:

### **Parents and caregivers are responsible for:**

- Maintaining regular contact with their child's teacher to monitor the child's progress.
- Making a convenient appointment time to discuss student progress.
- Resolving concerns regarding student performance in a supportive manner with the child's teacher.
- Clarifying issues with the school rather than discussing them within the community. This will support a more effective line of communication between the school and parents/carers.
- Following due processes to discuss issues regarding student performance with a Deputy or Principal if the matter is unresolved at classroom level.
- Communicating with school staff in school time regarding the business of the school.
- Taking advantage of greater involvement in the school through the P&C Association, School Board and Canteen.

### **Teachers are responsible for:**

- Reporting student performance to parents and caregivers regularly through a range of forms, which could include meetings, interviews, telephone calls, portfolios, open classroom evenings and student progress reports.
- Resolving parent concerns relating to student and classroom issues, where possible.
- Referring parent enquiries, concerns and complaints to the principal, where appropriate.
- Communicating with parents and caregivers in school time regarding the business of the school.
- Maintaining confidentiality in dealing with each enquiry.

### **The Principal is responsible for:**

- Ensuring, whenever possible, that concerns and complaints are resolved at the school level.
- Ensuring that enquiries, concerns and complaint procedures are communicated clearly to parents and community members.
- Ensuring that school policies and procedures are modified, where necessary, to address areas of concern.
- Maintaining confidentiality in dealing with each enquiry.