

The background of the entire page is a photograph of three young children sitting on a light-colored, textured surface, possibly a playground. They are wearing dark green school uniforms with a crest on the chest. The child in the foreground is a boy with brown hair, looking directly at the camera. Behind him to the left is another child, and in the bottom right corner, the back of a girl's head with blonde hair is visible.

COMMUNICATING WITH PARENTS

at Greenmount Primary School



Learning Side By Side

Rationale

Greenmount Primary School values the partnerships we build with families and parents and their role in the educational and social development of their children. Effective communication between home and school is essential to building and maintaining these valued partnerships. Our process of communicating and sharing information is based on positive and mutually respectful interactions.

Policy

As members of the Greenmount Primary School community (Parents, Carers, Staff) we agree to:

- ✓ Ensure that communication is courteous, respectful and professional at all times.
- ✓ Approach issues or problems calmly and objectively and with the aim of finding a positive solution.
- ✓ Address issues or concerns in a timely manner and within school hours.
- ✓ Allow appropriate time for responses to concerns or queries.
- ✓ Maintain confidentiality.

Process

1. **Reporting to Parents**
 - Information related to the progress and achievement of individual students is relayed through parent/teacher interviews, regular meetings with parents of students with documented plans and Semester Reports.
2. **School Policies and Programs**
 - The school website includes information regarding planning, policies and external reviews, and is regularly updated.
 - A 'Welcome Pack' is distributed to all new families to assist them in orientating themselves to the school's ethos, procedures and key aspects of the school's activities.
3. **Routines and Events**
 - Class meetings and correspondence related to events, excursions or specific classroom activities are provided within a timely manner via the classroom noticeboards, notes or classroom blogs/e-mails.
 - A fortnightly newsletter provides details of key events and is made available on the school's website.
4. **Issues and Concerns**
 - Matters related to student progress or behaviours are discussed with class teachers. The classroom teacher should be the first point of contact.
 - Matters related to everyday classroom routines can be discussed with Education Assistants.
 - Issues or concerns that are not easily resolved should be referred to the Principal or Associate Principals.
 - Confidentiality and impartiality will be maintained in dealing with concerns raised.
 - Complaints and concerns will be resolved where possible and the outcomes communicated where appropriate.

Responsibilities

Parents

- Seek information as early as possible to clarify concerns.
- Contact classroom teacher for information about your child's progress, general behaviour, homework, assessment, attendance or wellbeing.
- Arrange an agreeable time to meet with the classroom teacher outside of classroom teaching time.
- Provide classroom teachers with time to consider the concerns or issues raised.
- Contact Principal or Associate Principals if you were not able to resolve concerns or queries with class teacher meeting.
- Refer issues regarding other children to teacher or Principal and Associate Principals.

Teachers

- Provide information regarding classroom processes, routines or events in a timely manner.
- Resolve parent concerns where possible, maintaining confidentiality in dealing with each matter.
- Refer parent enquiries, concerns and complaints to Principal or Associate Principals where appropriate.

Principal

- Ensure that enquiries, concerns and complaints are addressed through clearly communicated procedures for staff and parents.
- Resolve issues and concerns at the school level where appropriate.
- Ensure that processes are consistent with all relevant Department policies.

Complaint Resolution Flowchart

