



PARENTAL COMMUNICATION POLICY

RATIONALE

Mount Waverley Heights Primary School is committed to good communication and treating everyone according to our school values of “be responsible, be respectful, be inclusive”. 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 of “be responsible, be respectful, be inclusive”
- 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 Mount Waverley Heights 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 (refer Parent Concerns or Complaints Policy)
3. As teachers have a duty of care to students between 8.45am and 3.45pm all appointments need to be made outside of this time; appointments may be scheduled during these hours depending on an individual staff member’s availability
4. When raising a concern parents can speak to their child’s classroom teacher, specialist teacher, level leader or the principal
5. Matters that are best addressed by the classroom or specialist teacher may include:
 - Individual student needs
 - academic progress
 - behaviour
 - discipline issues
 - non-attendance at school
 - challenging or changing family circumstances
6. Matters that are best addressed by the principal or level leader may include:
 - school facilities
 - school fees and charges
 - student reporting
 - school policy
 - dress codes
 - serious discipline issues
 - any issues not resolved by a discussion with the classroom teacher

7. If parents and a staff member disagree on an outcome of a concern they have raised they can contact the principal and follow steps as outlined in the Parent Concerns or Complaints Policy
8. 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

ACHIEVEMENT MEASURES

- Parent Opinion survey – approachability variable

Status: Reviewed June 2017

Ratified: August 2017

Next Review: June 2020