



## PARENTAL COMMUNICATION POLICY

### RATIONALE

Mount Waverley Heights Primary School is committed to good communication and treating everyone according to our school values of respect, honesty and teamwork. 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 ensure that school communication is of the highest possible standard
- 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 respect, honesty and teamwork.
- To enhance the partnership between parents and teachers in each child's best interests.

### 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. (see attachment A)
3. When raising a concern parents can speak to their child's classroom teacher, specialist teacher, level leader or the principal.
4. 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.
5. Matters that are best addressed by the principal or level leader may include: school facilities, school fees and charges, student assessment and reporting, school policy, dress codes and/or serious discipline issues.
6. 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.
7. Contact with teachers prior to the start of the school day is discouraged as teachers are normally using this time to prepare for classes.
8. If parents and a staff member disagree on an outcome of a concern they have raised they can contact the principal or level leader to discuss the matter further.
9. If a complaint 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. If a matter is not resolved you can contact the Community Liaison Officer at the Eastern Metropolitan Regional office on 9265 2400.

### ACHIEVEMENT MEASURES

- Parent Opinion survey – approachability variable

**Status:** Created June 2011

**Ratified:** July 2011

**Next Review:** July 2014

## **Attachment A – Parent Communication Policy**

### **Addressing an issue or concern at Mount Waverley Heights Primary School**

Mount Waverley Heights Primary School is committed to good communication and treating everyone according to our school values of respect, honesty and teamwork. 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 concern can be raised and what might reasonably expect to happen.

1. Choose the best person with whom to raise your concern, EG 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, behaviour and discipline issues, non-attendance at school and challenging or changing family circumstances.
  - Matters that are best addressed by the principal or level leader may include: school facilities, school fees and charges, student assessment and 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.
3. Parents should avoid speaking to a teacher prior to the start of the school day unless the matter is urgent.
4. If the situation requires urgent or immediate attention the staff member will make every effort to resolve the matter quickly.
5. For all other matters the classroom teacher, principal or school leader will commit to an arrangement to either contact you via telephone or have a face to face meeting in a timely manner and no greater than 24 hours later.
6. Where possible it is best if a concern can be resolved quickly, but there may be some instances where further information is required. In this instance an undertaking will be given by the staff member as to when the parent might expect a response.
7. If the matter requires any 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.
8. The person who dealt with the concern will be responsible for following up with the parent.
9. 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.