



# Approaching Your 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.

NB No parent should directly approach another person's child.

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 office. State nature of 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 problem. * Contact the stage supervisor or principal for playground problems.
School policy or practice	* Contact office. State nature of concern and make an appointment to see the principal and/or appropriate member of staff.
Actions of a staff member	* Contact the office and state concerns to the principal. * Arrange to meet directly with the principal and staff member concerned.

In very rare cases, where people wishing to express concerns, do so in an aggressive, threatening or violent manner, the principal (or nominee) has the legal authority under the 'Inclosed Lands Act' to:

- direct the person to immediately leave the grounds.
- call the police to remove the person should he/she refuse.
- withdraw future permission (by letter) for the person to enter the grounds without permission of the principal.
- Seek further legal avenues.