



Effective Communication between Parents and School - Guidelines

These guidelines have been devised to assist parents and carers (referred to herein as parents) seeking school related information and/or to communicate concerns.

Parents or other members of the school community may need to approach the school to:

- discuss the academic progress or welfare of their own child
- express concern about actions of other students
- enquire about school policy or practice
- provide positive feedback or a compliment.

These guidelines aim to:

- support class programs and student learning
- outline expected processes for community members and staff, ensuring 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 the sensitive and confidential resolution of matters
- help reach an outcome or resolution in the best interests of children involved.

It is important that if an issue is causing a family concern, they feel they are able to approach the school and have the issue appropriately addressed. It is also important that the school is given the opportunity to hear and respond to issues in an appropriate manner. We ask parents to make an appointment with an appropriate staff member to discuss the matter at hand.

Email is the preferred method of contact with the school office:

stanmore-p.school@det.nsw.edu.au. High volumes of phone calls and in-person enquiries can be challenging for our administrative staff to manage. Parents can also use the Teacher Meeting Request form on the school website.

All parent enquiries will be attended to at the school office. Parents should not access classrooms or the playground during school hours without prior approval of the teacher.

Issue	Appropriate Action
The academic progress of your child	* Contact your child's teacher or the school office to make an appointment with them. The teacher will get in touch with you to arrange a suitable time to speak on the phone, or meet virtually or in person. Teachers are not able to discuss issues with parents on the way to class, during teaching time, or when they have a duty of care for students. * For matters which are unresolved or require further support, contact the school office to request an appointment with the Assistant Principal supervising your child's year group.
The welfare of your child	* Contact your child's teacher or the school office to make an appointment with them. State the nature of your concern and arrange a suitable time to talk or meet with the class teacher or the appropriate staff member.

	<p>Teachers are not able to discuss issues with parents on the way to class, during teaching time, or when they have a duty of care for students.</p> <p>* For matters which are unresolved or require further support, contact the office to request an appointment with the Deputy Principal.</p>
Actions of other students	<p>* Contact the school office detailing your concerns, marked attention to your child's teacher. The class teacher will check and clarify details of the matter and share this information with you as soon as possible.</p> <p>* The class teacher will liaise with the stage supervisor, deputy principal or principal for playground problems requiring clarification from students or additional support.</p> <p>* For matters which are unresolved or require further support, contact the office to request an appointment with the Deputy Principal.</p>
School policy or practice	<p>* Contact the school office. State the nature of your query. This information will be passed on to the appropriate staff member.</p> <p>*The staff member will contact you to explain the relevant details or to make an appointment to discuss the matter further.</p>
Change of details or information	<p>* To convey information about change of address, telephone number, emergency contacts, custody details, or student health conditions, email the school office.</p>

Please note the following:

- Parents should not attend classrooms without a prior appointment.
- All enquiries are to be directed to the school office.
- All parents and visitors should sign in at the school office when entering or remaining on school grounds during school hours.
- No parent should directly approach another person's child.
- Please be mindful of the volume and frequency of email communication with teachers. Managing a high volume of emails can impact on the time they have to prepare programs and assess students' progress.
- When emailing or meeting with teachers and school staff, please be calm and respectful, raise any concerns early, and allow sufficient time for issues to be followed up and a response provided.

Complaints Handling Procedure

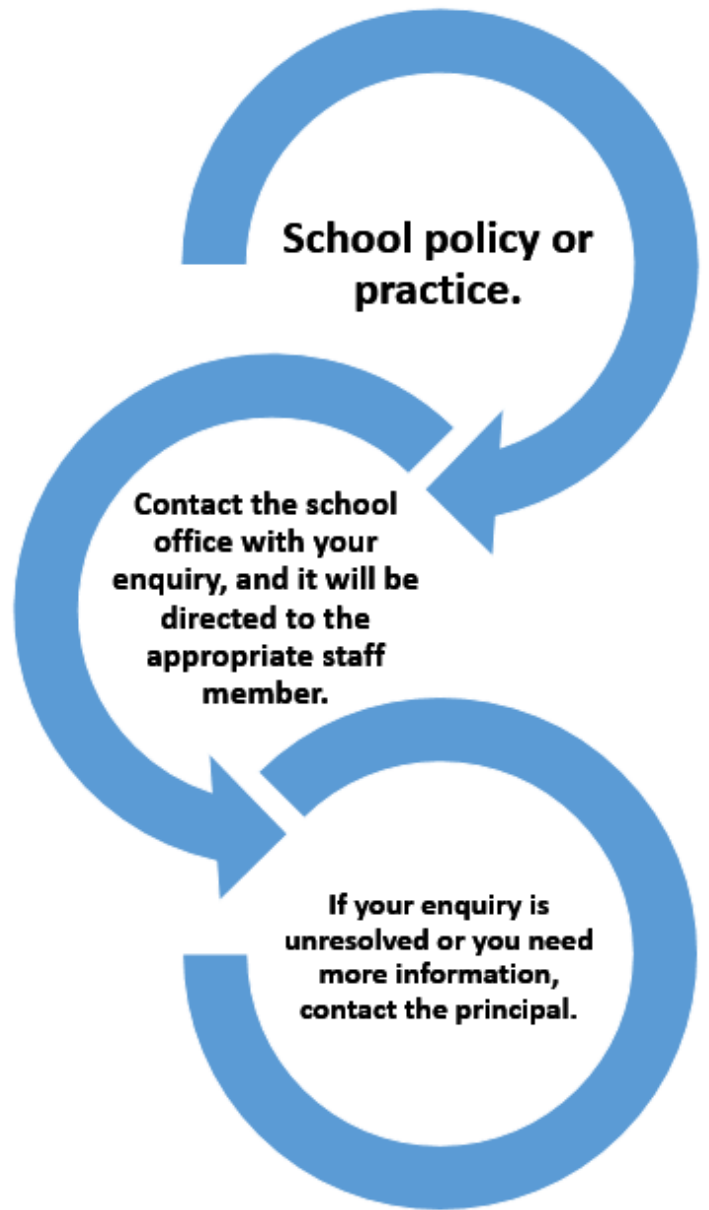
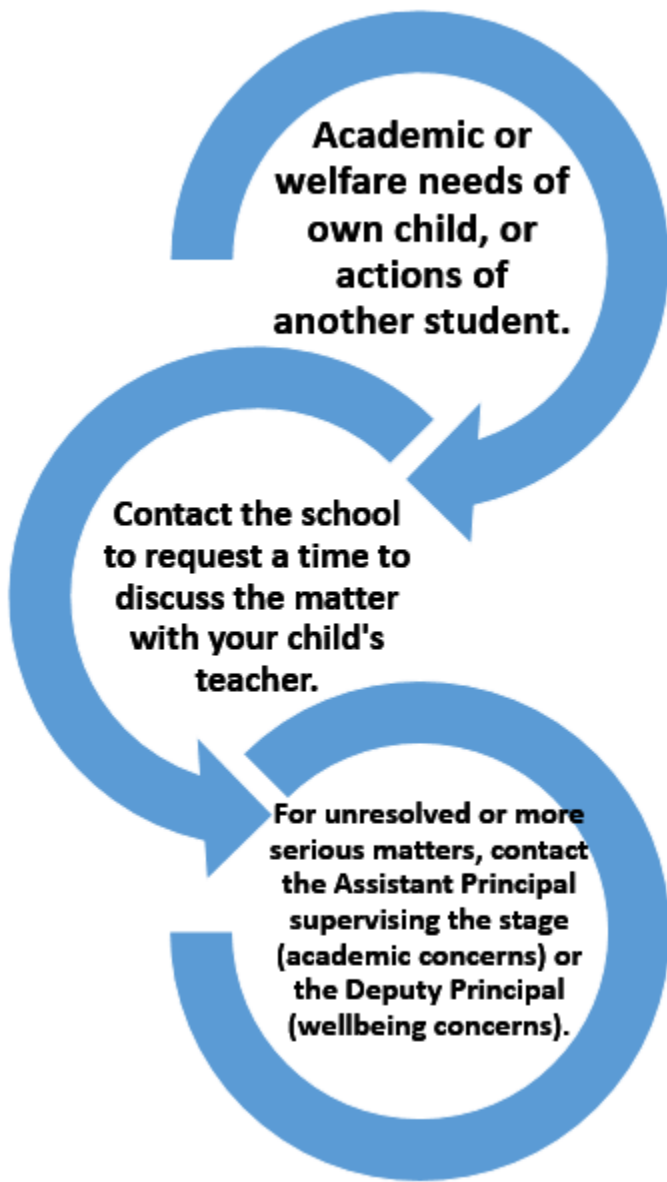
Our preference is to address and resolve complaints at the school level where possible.

Complaints can be made in writing directly to the school, or via the complaints and compliments form, available on the Department of Education's Complaints, Compliments and Suggestions webpage:

<https://education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions>

The school looks forward to working with the wider school community and building strong respectful, positive relationships through communication and collaboration.

Effective Communication Flowcharts



Review date: March 2024