

Communication – Positive Relationships between Parents and Staff

Parents and teaching staff aim to have a respectful working relationship, to enable each child to fulfill their potential.

Teaching staff

Teaching staff provide professional knowledge and a current perspective of each child within their classroom.

Teaching staff undertake to be proactive and to share relevant information with parents regarding their child's achievement and/or behavior.

Parents

Parents provide unique knowledge of their child as a person (specifically as a learner).

The expectation is that parents will engage in discussions to facilitate positive relationships between staff, their child and themselves.

Procedures - Resolving a question, query, concern or issue

All parties should undertake to resolve any issue or concern quickly and successfully.

Step 1 – Making contact

Initial contact should be made to the **person with whom the question, concern, issue or problem should be directed** (ie. the relevant teacher, Syndicate Leader or Principal).

Best **methods of contact** are via e-mail, informally meeting face to face or written notes. The purpose of this contact would be to inform the person of the current situation.

The vast majority of questions, concerns, issues or problems should be resolved at this first step.

Step 2 – Addressing the issue

If the question, concern, or issue cannot be resolved quickly or easily to the satisfaction of both parties then a **'formal' face to face meeting** is to be organised by the staff member concerned.

Relevant information is to be recorded by the staff member.

If it is a teacher then their Syndicate leader must be informed.

Step 3 – Further action to address the issue

If Step 1 & 2 communication did not resolve the situation then parents and staff can re-engage with Step 2 again (preferred option), with the initial concern restated or a new issue outlined.

If any party is unwilling to do this, then they need to proceed to Step 4.

Step 4 – Clarifying an unresolved issue with a third party

If Steps 1-3 have been unsuccessful either party involved can then initiate contact with:

- A Senior Leader (in the case of an issue with a teacher within their syndicate)

- The Principal (in the case of an issue with a Senior Leader or already addressed with the Senior Leader without a satisfactory outcome)

- The Chairperson of the BOT (in the case of an issue with the Principal)

A 'formal' face to face meeting must be organised between the parties involved and the person above.

Step 5 – Facilitating a resolution

If Step 4 has been unsuccessful the respective Senior Leader, Principal or BOT Chairperson will, through further discussion with those concerned, follow one of the options below:

Facilitate another meeting between the parties concerned (and respective support people if necessary)

Engage a mediator(s) to facilitate a meeting –

a designated staff mediator and/or

an independent mediator

Step 6 – Options available for non-resolution

If Step 5 does not achieve resolution then the parties concerned will discuss with the BOT Chairperson any further steps available to them.

Serious Misconduct

Parents who have an issue or concern related to serious misconduct must go straight to the Principal when this misconduct involves to a member of the school staff, or to the Chairperson of the BOT when it involves the Principal.