

## Communication Procedures:



### Positive Relationships between Families and Staff

Coatesville School staff aim to have a very respectful working relationship with families to enable each student to maximize their learning.

#### **Teaching staff / Support staff**

Staff provide professional knowledge and a current perspective of each child.

Staff undertake to be proactive and to share relevant information with families regarding their child's achievement and/or behavior.

#### **Parents/Families**

Parents provide unique knowledge of their child as a person and as a learner.

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

### **Procedures for school families: Resolving a question, concern or issue**

*Coatesville School staff are committed to ensuring positive resolutions of any question, concern or issue as quickly and successfully as possible. Maintaining positive working relationships between staff and families is an essential, and expected, outcome of our communication procedures.*

*If there is any matter needing to be resolved please use the following steps:*

#### **Step 1 – Make the appropriate contact**

Contact should be made with the **person with whom the question, concern or issue should be directed** (ie. the relevant teacher, support staff member, Team Leader or Principal).

Best **methods of contact** are via e-mail or talking to the staff member before school (before 8.30am is suggested) or after school.

If you feel making contact is difficult for any reason please immediately enlist a Team Leader or the Principal for their support to resolve the issue.

Their role will be to successfully facilitate the resolution of the question, concern or issue.

#### **Step 2 – Address the question, concern or issue**

If 'Step 1' does not resolve the question, concern, or issue quickly or easily to the satisfaction of both parties then a **'formal' face to face meeting** must be organised by the staff member.

This must be at a **time and place** which will suit a positive resolution.

The staff member will listen carefully to the family. Relevant information will be recorded.

The staff member may give their perspective and then a discussion can take place.

Hopefully a resolution can be reached.

Minutes of the meeting will be shared with families (and school leaders), including any resolutions or actions.

### **Step 3 – Further action to address the question, concern or issue**

If 'Step 1 & 2' did not resolve the situation parents and staff should try to re-engage with 'Step 2' again - with the initial concern restated or a new issue outlined.

If it is agreed, staff members will engage another staff member to help facilitate the meeting (but will primarily be an observer) and invite the family to do the same (if they feel this will help resolve the situation).

However, if any party is unwilling to re-engage with this process, then proceed immediately to Step 4.

### **Step 4 – Clarify an unresolved issue with a facilitator**

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

- A Senior Leader (in the case of an issue with a teacher within their team)
- The Principal (in the case of an issue with a Senior Leader, or if already addressed with the Senior Leader without a satisfactory outcome and with a Support Staff member)
- The Chairperson of the BOT (in the case of an issue with the Principal)

A '**formal**' **face to face meeting must be organised** between all parties involved and the person above. Minutes of the meeting will be recorded and all participants will be given a copy of them, including any resolutions, actions or unresolved issues.

### **Step 5 – Further facilitation**

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 another 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 a resolution suitable to all parties then the parties concerned will discuss with the BOT Chairperson any further steps available to them.

The issue may then be taken to the BOT for their further involvement in a resolution.

### **Serious Misconduct**

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