

Positive Communication between Parents and Staff

Parents/Caregivers and staff aim to have a highly respectful relationship to support the progress, achievement and wellbeing of each child.

Both parties should look to identify and acknowledge positive progress and achievement and to resolve any questions, concerns and issues in a constructive manner if they arise.

Teaching staff commit to:
Share professional knowledge with parents to support their child's progress, achievement & behaviour Engage in discussions to promote positive relationships between parents, their child and themselves
Parents/Caregivers commit to:
Share unique knowledge of their child as a person and as a learner Engage in discussions to promote positive relationships between staff, their child and themselves

Resolving questions or concerns

Steps for successful resolution of student achievement or wellbeing questions or concerns:

Step 1 – Email or face to face contact

- Process to follow
- Who to contact

Step 2 – Formal meeting

- Question or concern not resolved at Step 1
- Process for meeting

Step 3 – Facilitated meeting

- Question or concern now an unresolved issue
- Who to contact
- Process for meeting

Step 4 – Mediation meeting

- Unresolved issue needing mediation
- Mediation options

Step 5 – Further options

- Support available

Serious Misconduct

- Issues of serious misconduct
- Who to contact

Step 1 – Email or face to face contact

Process:
Purpose is to <u>inform the relevant staff member</u> of the question or concern
Via e-mail or face to face meeting (at <u>appropriate time and place</u>)
Staff member aims to resolve question or concern successfully

Question or concern relevant to:	Contact:
Classroom	Classroom teacher
Team	Team Leader
School organisation	Relevant staff member in charge
School-wide	Principal

Having difficulty engaging at 'Step 1'? Get support!

Ask someone (a 'support person') to help you engage with the staff member.

A support person is there to help you engage with a process to support resolution.

The support person may be present at a meeting but are not there to speak.

If a support person cannot help the person to engage at Step 1, or the question or concern is serious, then it must be escalated to Step 3.

Aware of someone having trouble engaging with this process? Be a support!

As a support person you do not have to fully understand or agree with their question or concern - just support the person to engage with this process.

Offer to help the person by:

- Being present at a meeting if required
- Speaking to the other person on behalf - to signal the question or concern
- Supporting the person after successful resolution to ensure it remains so
- If necessary, recommending it be escalated to Step 2 or 3 (or beyond)

[Back to the top](#)

Step 2 – Formal meeting

If question or concern not resolved at Step 1

Process for meeting:
Formal face to face meeting
Staff member to schedule meeting
Meeting minutes recorded, along with outcomes/actions arising
If meeting does not resolve question/concern try to meet again
If parent or the staff member is unwilling to meet again without facilitation, proceed to Step 3 immediately

[Back to the top](#)

Step 3 – Facilitated meeting

Question or concern now an unresolved issue

Unresolved issue with:	Contact:
TEACHER	Team Leader/Deputy Principal
SUPPORT STAFF	Learning Support Leader
DEPUTY PRINCIPAL	Principal
OTHER STAFF MEMBERS	Principal
PRINCIPAL	BOT Chairperson

Process for meeting:
Formal face to face meeting scheduled, with facilitator (from above)
Parents invited to have 'support person' attend the meeting
Agenda and meeting structure circulated prior to meeting
Meeting minutes recorded and shared with all parties

[Back to the top](#)

Step 4 – Mediation meeting

Unresolved issue needing mediation

Mediation options:
The Team Leader, Deputy Principal, Principal or BOT Chairperson (facilitator in Step 3) to choose most appropriate option
1. Facilitate another meeting between the parties concerned (and respective support people)
2. Engage another person to mediate <ul style="list-style-type: none">- a designated staff member- an independent person

[Back to the top](#)

Step 5 – Further options

Support available (in order):
1. Principal
2. BOT Chairperson
3. Ministry of Education

[Back to the top](#)

Serious Misconduct

Issues of serious misconduct address immediately with:
Principal - when misconduct involves a staff member
Chairperson of the BOT - when misconduct involves the Principal or a BOT member

[Making a Formal Complaint or Serious Allegation](#)

[Back to the top](#)