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## Approaching our School

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 your own child.
* Express concern about the 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 the rights of students, staff and parents are respected and upheld.
* Support sensitivity and confidentiality
* Help reach an agreed upon solution.

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| CONCERN | APPROPRIATE ACTION |
| The academic progress of your own child. | Directly contact the child’s teacher either by note, phone, email or at an appropriate agreed upon time to discuss any issues |
| The welfare of your 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 the nature of concern and make an appointment to see the Principal and/or appropriate member of staff. |
| Actions of a staff member | Contact the teacher directly in the first instance. |

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.

**Please Note: No parent should directly approach another person’s child.**

The school will deal with issues between students as part of the school’s Discipline and Welfare policy.

Your co-operation is sought and appreciated in maintaining a safe and happy school. For together we make a great school even better.