

Who do I talk to and how do I organise it?

A parent's guide for seeking information and expressing concerns

It is important to work on 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 that the rights of students, teachers and parents are respected and upheld.
- Support sensitivity and confidentiality.
- Help reach an agreed solution.

On occasions, 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.

Teachers, parents and community working together for success at school

CONCERN	APPROPRIATE ACTION
The academic progress of my own child	➤ Directly contact the child's teacher either by note, by phone, email at eppingwest-p.school@det.nsw.edu.au or in person to arrange a suitable time to discuss any issues
The welfare of own child	<ul style="list-style-type: none"> ➤ Directly contact your child's teacher to clarify information. ➤ The Deputy Principal and Principal are available to discuss complex or ongoing issues. Contact the office so a mutually suitable appointment time can be made.
Change of personal details	➤ Please contact the office to inform change of address, telephone number, emergency contact, custody details, health issues etc. Email is suitable.
Actions of other students	<ul style="list-style-type: none"> ➤ Contact the class teacher for a classroom or playground problem. ➤ Contact the Assistant Principal for ongoing playground problems
School policy or practice	➤ Contact Office. State nature of concern. The appropriate member of staff will contact you to discuss further.
Actions of a staff member	➤ Contact the Office. Speak to the Deputy Principal or Principal. An appointment will be made if necessary

In very rare cases, where people wishing to express concerns, do so in an aggressive, threatening or violent manner, the Principal (or nominee) has the legal authority under the 'Inclosed Lands Act' to:

- ❖ Direct the person to immediately leave the grounds.
- ❖ Call the police to remove the person should he/she refuse.
- ❖ Withdraw future permission (by letter) for the person to enter the grounds without the permission of the Principal

APPROACHING THE SCHOOL

From time to time parents may need to approach the school in order to:-

- ❖ Discuss the progress or welfare of own child
- ❖ Express concern about actions of other students
- ❖ Enquire about school policy or practice
- ❖ Express concern about actions of staff
- ❖ An appointment can be made at any time of the year.

These appointments can be made in a number of ways.

1. A parent may ring the office and leave a message for the class teacher that an interview is requested.
2. A parent may write a note to the teacher requesting an interview.
3. A parent may send an email to the school requesting an interview.
4. A parent may use the Request sheet provided and return to the Office.

The teacher will then organise a mutually agreeable time.

In the request, parents need to state the purpose of the interview and if known the outcome desired. The teacher can then know how much time may be needed, research the information required and prepare for the interview.

The following is a short guide to assist parents.

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REQUEST FOR AN INTERVIEW

Name of Parent _____
 Name of Child _____
 Class _____

PURPOSE OF THE INTERVIEW

OUTCOMES FROM THE INTERVIEW – (If known)

PHONE OR EMAIL CONTACT DETAILS

Signature _____ Date _____