



## Policy

**Guideline/Procedure no:**

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**Author:** Principal

**Endorsed by:** St Joseph's's Parish School Principal  
St Joseph's Parish Board  
School Staff

# St Joseph's Weipa Parent and School Communication Policy

## Purpose

At St Joseph's Parish School, we believe that good communication between home and school is a dual responsibility shared by parents and staff. We are committed to positive, open and respectful relationships which are important to our school community. When anyone in our community has a cause for concern, we are committed to dealing positively with concerns in a timely manner, fairly and as harmoniously as possible. Our children learn from the adults in their lives; this process models for them the most productive and collaborative way of living and learning together.

## Application

To assist parents in knowing who to contact and how best to communicate with the school, the following steps can successfully facilitate full and fair discussion of all points of view surrounding an issue and quickly lead to satisfactory outcomes for all involved.

## Procedure

1. Depending on the concern, identify what who the most appropriate person is to respond to the matter. The first-person parents are asked to contact is the classroom teacher. Following the initial contact, you may be directed according to the following process.

<b>Classroom/ Playground Matter</b> 1. Class Teacher 2. AP-CIW/LLT/ LD	<b>Learning Support/Diversity Matter</b> 1. Class Teacher 2. Leader of Diversity
<b>Religious Education Matter</b> 1. Class Teacher 2. Assistant Principal Religious Education (AP-CIW)	<b>Curriculum Matter</b> 1. Class Teacher 2. Leader of Learning and Teaching
<b>Social Emotional Matter</b> 1. Class Teacher 2. Leader of Diversity 3. School Counsellor	<b>Finance Matter</b> 1. Finance Officer (CES) 2. Principal

2. Communicate with that person to make a suitable time to discuss the matter. Meeting arrangements can be made through a phone call or an email. The staff member will respond to your request as soon as it is possible to do so.

It is always best practice to address the matter in person, however a phone call will suffice if that isn't possible within a reasonable timeframe. Emails are not effective for processing a grievance as face to face discussion is essential for resolution. It is not appropriate to use emails to vent in an emotional manner under any circumstance.

3. When meeting, come prepared with facts or questions. These may be given to staff prior to the meeting to allow them time to gather data to be able to respond most effectively. Be prepared to listen to all points of view as often we don't have all the facts.

4. Should parents have concerns about a child other than their own, then this needs to be done through the class teacher or member of the Administration Team or Principal. Under Student Protection Guidelines, parents are not permitted to approach children in the school to address issues. It is also unhelpful and not appropriate to make direct contact with other parents regarding the school matter.

5. The table above outlines the personnel who are in the first instance, most appropriate to contact. Should a parent believe that the matter hasn't been resolved after meeting with this person and allowing for a reasonable amount of time or opportunity to respond, then the Principal, or Assistant Principal in the Principal's absence, is the next person to contact.

6. Catholic Education Diocese Cairns has a Policy on "Maintaining Right Relations Grievance" which can be enacted upon should parents believe they need to.

## Enquiries

School Leadership Team

## Reflection

'Do not let any unwholesome talk come out of your mouths, but only what is helpful for building others up according to their needs, that it may benefit those who listen.' Ephesians 4:29

## **See also (Related Policies and Guidelines)**

CES School Based Policies and Procedures

Parent Code of Conduct

Student Protection