

## Rationale

The relationship between home and school plays a very important part in a child's education.

Communication between school and parents is seen as essential to promote a mutual understanding between both parties to enhance the quality of education at this school. With effective communication it is believed that a more supportive environment will develop.

We cannot overestimate the critical role parents play in successful learning. Parents are in a position to contribute most to their child's development and are among the most important influences on the way in which the child approaches learning.

Teachers are responsible for the formal aspects of children's learning and successful teaching builds on the home experiences of the child. This is most effective where there is an active partnership with parents.

Two-way communication is a critical factor in the partnership between parents and the school. Where a partnership exists, it is easier for parents to feel confident about the teaching and learning taking place in the classroom and to solve problems. We will seek to keep parents well informed about what is happening at school.

## How Our School Communicates With Parents

	Website	Connect	Facebook	Other	Who?
Business Plan	✓	✓		Schools Online Classrooms Reception	Principal Communications Officer School Officer
Annual Report	✓	✓		Schools Online Reception School Board	Principal Communications Officer School Officer
Newsletter	✓			Email	Communications Officer School Officer
Operational Information (as required)		✓			Principal Deputy Principals Teachers
Strategic Information (as required)	✓				Principal Communications Officer
Celebrating Teaching & Learning			✓	Newsletter	Communications Officer Principal
Individual Student Reports		✓		Email	Deputy Principal (Curriculum)
School Board Meetings/ Information	✓			Newsletter	School Board Chairperson Principal
Parent & Citizens' Association (P&C) Meetings/ Information	✓			Newsletter P&C Facebook Noticeboards	P&C Executive P&C Representatives

	Website	Connect	Facebook	Other	Who?
Parent Information Meetings – Conversation Café		✓		Newsletter	Principal
Parent/Teacher Evenings		✓		Newsletter Letters	Principal Teachers
Surveys		✓		Newsletter Email	Principal Communications Officer
School Assemblies	✓		✓	Newsletter	Assembly Coordinator Communications Officer Teachers
Special Events	✓	✓	✓	Newsletter	Teachers Communications Officer School Officer
Excursions		✓			Teachers
Uniform Shop				Newsletter P&C Facebook	P&C Executive P&C Representatives
Community Events	✓		✓	Newsletter	Principal Deputy Principals
Parent Events				Email P&C Facebook	P&C Executive P&C Representatives
Parent Information Booklets	✓			Reception	Principal School Officers
Grievances				Policy Document	Principal

## Classroom Updates

To provide parents with regular updates on the teaching and learning, classroom teachers will distribute a regular classroom update. This will be sent using Connect and will be distributed at least fortnightly (odd weeks).

Each classroom update will highlight the key learning topics and outcomes for the coming fortnight, the Positive Behaviour Support (PBS) focus for the fortnight, and any additional information on classroom/school events.

## Teacher Meetings

Parents are welcome to talk to their child's teacher when they need to and should make an appointment to avoid disrupting the learning program.

## Newsletter

The newsletter is published on the school website on the first Tuesday of each month. Family members can request a newsletter reminder by visiting the website ([www.ardrossps.wa.edu.au](http://www.ardrossps.wa.edu.au)) and subscribing to the newsletter. Alternatively, families may request a hard copy of the newsletter be sent home where computer access is limited.

### Parent Assemblies

Parents are invited to class assemblies held each alternate Tuesday afternoon. Each class from Pre-primary to Year 6 will conduct an assembly each year. Parents/caregivers will be notified in advance to enable them to attend where possible.

### Reporting

Reporting processes are regularly reviewed and often dictated by the policy of the Department of Education. Formal reports will be sent home at the end of Semester 1 and Semester 2, with opportunities for teacher/parent interviews.

### Parent Information Meetings

Each teacher holds a meeting with their student's parents during early Term One each year.

### Interviews

Interviews can be of two types:

- Parent Teacher Interviews held as required at the request of either party for any relevant issue regarding a child.
- Interviews for those parents who wish to discuss the student's report or work.

### Presentation Night

In December, an evening will be organised to enable the Ardross Community to farewell the Year Six students and to view the presentation of whole school Annual awards. These include:

- Tess Hackett Citizenship Award (to a Year 6)
- P & C Citizenship Award (to a Year 6)
- Class Awards for Excellence and Endeavour for children from Years 1 - 6.

### Other information that is available from our school:

- School Business Plan
- Annual Report
- Information on Department of Education and school policies and policy changes
- Student behaviour management and development policy
- Curriculum details
- Access to the School Board
- Information about participation in the Parents and Citizens' Association and other support groups
- School contributions, charges and booklist
- Excursions details
- School dress code
- School events
- Community events

## Addressing enquiries, concerns, requests or complaints

**At Ardross Primary School our staff will acknowledge any enquiries, concerns, requests or complaints from parents and other school community members and will welcome any questions or feedback. Our policy in dealing with enquiries, concerns or complaints is simple and straightforward:**

*Our school will maintain processes to ensure enquiries, concerns, requests and complaints are addressed promptly and in accordance with the principles of natural justice. Every effort will be made to resolve any issues at the local level.*

This policy is based on good practice and system wide policy from across the Department of Education & Training. This policy ensures that enquiries, concerns, requests and complaints are dealt with promptly, consistently and fairly and contribute to continuous improvement.

The partnership between parents and our school is strong. Parents and school community members can be confident that staff will listen and respond to their needs and concerns.

### Principles underlying the policy

- In all matters the educational well-being of students is the first priority.
- All persons in the school community including students, parents, administrators, teachers and support staff, have a right to be treated with respect and courtesy.
- Parents and community members are able to raise concerns and make enquiries, requests or complaints about any aspect of school life and have them dealt with fairly and promptly.
- Processes for managing inquiries, concerns, requests or complaints are straightforward, reflect principles of natural justice and operate within the regulatory framework of the Department of Education and Training of Western Australia.

### **ADVICE FOR PARENTS & GUARDIANS WHAT CAN PARENTS DO IF THEY HAVE A PROBLEM?**

- Many problems can be solved by seeking information as early as possible. If parents have any questions or concerns about their child's progress, or any other issues, they should contact the class teacher. The best way to do this is to contact the school office to arrange a mutually-convenient time for a telephone conversation or meeting.
- Interpreters and English as a Second Language Teachers, and Education Assistants can be available to assist parents in communicating with our school. Please contact the school or the local district education office if you would like the assistance of an interpreter.
- Parents have the opportunity for greater involvement in the school through the School Council and Parents and Citizens' Association. These provide the opportunity for parents to express opinions on policy issues in the school.

## ADVICE FOR PARENTS & GUARDIANS

### ***PROCESS TO FOLLOW WHEN THERE IS A PROBLEM***

1. Try to identify the problem clearly before going to the school. If there is more than one problem, list them to ensure that the extent of the problem is clear to the school.
2. Decide whether the problem is a concern, a query, request or a complaint. This will help in finding a solution.
3. Make an appointment to talk with the teacher. This can be arranged through the school office.
4. Try to stay calm. Even if you don't feel it, being calm will help to get your concerns across more clearly than if you are upset or angry.
5. If the issue involves an incident involving another parent's child, do not approach the child or parent. Raise the issue with the school first.
6. Raise the issue with the Principal, if you feel the issue has not been resolved or addressed through initial contact with the relevant teacher.

## RECOMMENDED PROCEDURES FOR PARENTS & GUARDIANS

### IN RAISING CONCERNS OR COMPLAINTS

#### **School-level resolution**

##### **Stage 1: Discussion with relevant staff member**

Contact the class teacher or other relevant staff member to discuss the concern/complaint. This is best done by making an appointment through the school office. The staff will work with you to resolve the problem.

##### **Stage 2: Review or investigation at the school level**

Contact the principal who will work with you and the staff member to resolve the problem if your initial meeting with the relevant staff member did not resolve the issue. You may wish to formalise your concern/complaint. To do this, you may write to the principal who will acknowledge the letter with a written reply as soon as possible, even if a resolution is not available at this stage.

The principal will consider the issue and identify what action is to be taken and by when, and will clarify the process if a formal complaint is to proceed.

This action and timeline will be confirmed with you in writing.

*You should be aware that when a formal concern/complaint is made in writing about the performance of an individual staff member, that staff member will receive a copy of the document.*

#### **District-level resolution**

##### **Stage 3: District resolution**

If resolution is not reached at the school level, contact the Co-ordinator of District Operations at your district education office for assistance in resolving the issue. This will involve an independent review of the situation and may include mediation.

**Formal complaints**

**Stage 4: Central resolution**

In those exceptional circumstances where a formal process is required, the parent or principal can forward a complaint to the Director-General of Education, Department of Education .