



Kurunjang Secondary College

TALKING TO YOUR SCHOOL

State Schools acknowledge the concerns of parents and welcome any questions you have. We are committed to responding promptly and helpfully to your enquiries, concerns, complaints, suggestions and compliments.

The relationship between the home and the school plays a very important part in a child's education. Teachers are responsible for the formal aspects of children's learning and successful teaching builds on the home experiences of the child. Two way communication is a critical factor in the partnership between parents and the school.

What might you talk to your school about?

Issues particular to your child such as attitude, progress, attendance, participation and social and emotional matters.

Your child's learning environment, quality of teaching, homework, general student behaviour, pastoral care, policies and procedures and the conduct of staff.

Access to support services such as speech therapy, services for students with disabilities, special language programs, services for children with learning difficulties, services for gifted children and other programs such as instrumental music and sport.

How your school may communicate with you

- Written reports or portfolios of student progress
- Newsletters
- Parent teacher interviews
- Assemblies, special events and celebrations
- Displays of students' work

You are welcome to talk to your classroom teacher whenever you need to, but it is best to make an appointment at a time suitable to you both, to avoid disrupting the learning program. Five minutes before school starts is not always the best time to try to get the teacher's attention!

Information that is available from your school

- Education Department policies
- School council policies
- School plans and approaches to homework, behaviour management, excursions, uniform and charges and voluntary contributions
- Course details
- Information about participation in School Council, Parents Club, School canteen and other support groups

What can you do if you have a problem?

Seeking information early can solve many problems. If you have questions or concerns about your child's progress, homework or assessment procedures, speak to the class teacher. The best way to do this is to contact the school office and make an appointment for a meeting or telephone conversation.

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.

Decide whether the problem is a concern, a query or a complaint. This will help in finding a solution.

Make an appointment to speak to the teacher through the School Office. If your concern is about a staff member you may prefer to speak to the Principal or Assistant Principal.

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. It may help to take someone with you.

PLEASE NOTE: RUDE OR ABUSIVE OR THREATENING BEHAVIOUR WILL NOT BE TOLERATED. ANY CONVERSATION WHERE ONE PARTY BECOMES ABUSIVE OR THREATENING WILL BE TERMINATED IMMEDIATELY.

ANY BEHAVIOUR WHICH IS CONSIDERED THREATENING TO STAFF OR STUDENTS AT THE SCHOOL MAY LEAD TO ACTION FOR TRESPASS AND /OR INTERVENTION ORDERS FROM THE COURTS.

Procedures for making complaints

In the first instance, any complaint should be taken up with the classroom teacher. If the complaint cannot be resolved at the classroom level, the matter should be referred to the Principal. The Principal may work with you and the classroom teacher to resolve the problem.

If you need assistance to resolve a complaint staff will help you:

- Obtain information about school policies and procedures
- Make inquiries about student programs, performance and behaviour
- Clarify a problem and register a concern with the school
- Direct letters of complaint or enquiry

At all stages, staff will work with you to establish an agreed plan of action and timeline.

If resolution is not reached at the school level, you may contact the Regional Office of the Department of Education and Training with your concern/ complaint. This will involve an independent review of the situation and may include mediation.