

Parent Communication with the School

At some point you may need to talk to your school about:

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

These matters should be addressed to the classroom teacher.

2. The learning environment, quality of teaching, homework, general student behaviour, pastoral care, policies and procedures or conduct of staff.

These are issues to be discussed with the Principal.

3. Access to support services such as the school psychologist, Visiting Teacher for students with disabilities or English as a Second Language students.

Please contact the Learning Support Co-ordinator –Deputy Principal.

So where do you start!

Contact the school to make an appointment with the appropriate person.

- By telephone
- By email
coolongup.ps@det.wa.edu.au
- In person
- In writing

You need to make a conscious, voluntary and informed decision whether to lodge a formal complaint with the school or simply discuss an issue with us.

If you wish to make a complaint it is important that you deliver your complaint in a non-threatening and non-abusive manner to the Principal having first discussed the matter with the appropriate person.

Complaints received in writing will receive a written response.

Please Note: Interpreters or an Aboriginal Education Officer are available to assist. You can also have a friend or support present during discussions.

School Communication with Parents

School staff communicate with parents about the following:

1. Academic and Non-academic Progress and achievement through

- Parent meetings
- Formal and informal interviews
- Learning journeys
- Formal Reports each semester
- Individual Education Plan Meetings

2. Rewards

- Newsletters
- Assembly
- Telephone calls

3. Discipline

- Telephone call
- Detention Notes to be signed
- Suspension – Administration will make personal contact with parents/caregivers
- Individual Behaviour Plan Meetings
- Informal Meetings eg issues related to bullying

4. Medical

- Office staff will contact parent/caregivers or the nominated emergency contact if a student requires medical attention other than general first aid
- Head Lice –class and individual letters or personal contact if required
- Development of Health Care Plans



Is it Bullying?

When someone says or does something *unintentionally* hurtful and they do it once, that's...

Rude

When someone says or does something *intentionally* hurtful and they do it once, that's...

Mean

When someone says or does something *intentionally* hurtful and they *keep doing it* - even when you tell them to stop or show them that you're upset, that's...

Bullying

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

Public schools acknowledge the concerns of parents and welcome any questions you have. The Department of Education and its schools are committed to responding promptly and helpfully to your enquires, concerns, complaints, suggestions and compliments.

The Departments Policy on Disputes and Complaints is available on the Schools and You website or at your school



Talking to Your School

Conversations and Complaints

This brochure outlines the steps you should take if you have a query or concern or need to make a complaint about an issue relating to your child's education. You are welcome to talk to your child's teacher or another member of the school staff including the Principal whenever you need to.