



Cherrybrook

Public School

APPROACHING YOUR SCHOOL

A parent and community guide for seeking information and expressing concerns

From time to time parents or other members of the school community may need to approach the school in order to:

- Discuss the progress or welfare of their own child.
- Express concern about actions of other students.
- Enquire about school policy or practice.
- Express concern about actions or staff.

It is therefore necessary to have procedures that will help address concerns 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 occasion, 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.

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 permission of the principal.

Teachers, parents and community working together for successful schooling

CONCERN	APPROPRIATE ACTION
The academic progress of own child	<ul style="list-style-type: none"> • Directly contact the child's teacher either by note or by telephoning the office to arrange an interview at a mutually suitable time to discuss any issues. A reminder that, due to teaching and school duties, teachers will return calls in an appropriate time frame.
The welfare of own child	<ul style="list-style-type: none"> • For minor issues directly contact you child's teacher to clarify information. • For more serious concerns, contact the office. State nature of concern and arrange a suitable time to talk with class teacher and /or stage co-ordinator. • To convey information about change of address, telephone number, emergency contact, custody details, health issues etc. please contact the office.
Actions of other students	<ul style="list-style-type: none"> • Contact the class teacher for a classroom or playground problem. • Under Child Protection guidelines, parents are not to approach other students to attempt to resolve issues.
School policy or practice	<ul style="list-style-type: none"> • Contact office. State nature of concern and make an appointment to see the principal or appropriate member of staff.
Actions of a staff member	<ul style="list-style-type: none"> • Contact the office and state concerns to the principal or deputy principal.