



# ALBANY RISE PRIMARY SCHOOL

## Approaching the School Policy

RATIFIED BY SCHOOL COUNCIL: 15<sup>th</sup> August 2018

REVIEW DATE: 2021

### PURPOSE:

- 1.1 From time to time parents may need to approach the school in order to:
  - Discuss the progress or welfare of their own child/ren.
  - Express concern about actions of other students or school community members.
  - Enquire about school policy or practice.
  - Express concern about actions of staff.
  - Communicate regarding a range of school and student matters.
  - Enquire about the use of school facilities (eg. Hire of Hall)
- 1.2 To have procedures that will proactively resolve issues as soon as possible so that a safe and harmonious school environment is maintained. The best results usually flow from working together.
- 1.3 To provide opportunities for time to talk with school staff in an unhurried and confidential atmosphere, including occasions when concerns may cause frustration and anxiety.

### GUIDELINES:

- 2.1 The following guidelines should be read in conjunction with The Albany Rise Primary School Parent Complaints policy.
- 2.2 These guidelines aim to:
  - Step out the process so that all concerns are dealt with in a clear and fair manner.
  - Ensure that the rights of students, staff and parents are respected and upheld.
  - Support sensitivity and confidentiality.
  - Help reach an agreed solution
  - Document the steps taken to support families
- 2.3 The table below will be referred to in the instances of concern indicated:

CONCERN	APPROPRIATE ACTION
The academic progress of your own child	Directly contact the child's teacher either by note, by phone, Dojo (online), email or in person at an appropriate time to discuss any issues.
The welfare of your own child	For minor issues directly contact your child's teacher to clarify information. For more serious concerns, contact the office. State the nature of concern and arrange a suitable time to talk with the class teacher or appropriate staff member.
The school contacting you in an emergency.	To convey information about change of address, telephone number, emergency contact, custody details, health issues, etc. Please contact the office.
Actions of other students	Contact the class teacher for a classroom problem. Contact the teacher, Assistant Principal or Principal for playground problems.

- 2.4 No parent should directly approach or reprimand a child of another parent.



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- 2.5 The Albany Rise Primary School Values Statement for parents and school community member ensures that everyone who visits the school site is able to do so in a safe and harmonious manner and ensures that students, staff, parents and other visitors are not subject to aggressive, hostile or violent behaviours or inappropriate comments.
- 2.6 The school will deal with issues between students as part of the school's **Student Engagement, Inclusion and Wellbeing policy**.
- 2.7 Parents and visitors are expected to:
- Model respect, responsibility and resilience;
  - Treat all persons associated with the school with respect and courtesy;
  - Ensure their child/children are punctual to class;
  - Make appointments in advance of expecting to obtain an interview;
  - Allow staff to supervise, investigate and manage students without interference;
  - Discuss issues or concerns about the school, staff or students through the correct procedures;
  - Follow school procedures governing entry and behaviour on school grounds.
- 2.8 Situations involving threatened or actual violence in a school environment may require a consideration of the following, depending on the seriousness and urgency of the situation. They include:
- actions as deemed appropriate by the Principal
  - police intervention
  - a trespass notice or warning taken from the *School Policy and Advisory Guide, School Governance*
- 2.9 These procedures may be used if any of the following occur:
- Actual physical assaults or threatened physical assaults on students, staff, parents or community members at the school or during the course of school activities;
  - Behaviour in the presence of students, staff, parents or other visitors to the school that causes alarm or concern to the students, staff, parents or other visitors;
  - Use of offensive or inappropriate language (ie swearing) in the presence of students, staff, parents or other visitors to the school;
  - Any interruption to the learning environment of the school such as entering classrooms without permission.
  - Any of the above in any form of alternate communication (eg. email, social media)

### References:

<http://www.education.vic.gov.au/school/principals/spag/community/pages/parentcomplaints.aspx>

<https://www.education.vic.gov.au/about/programs/bullystoppers/Pages/parenttalk.asp>

Principal: \_\_\_\_\_

School Council President: \_\_\_\_\_

Date ratified by School Council: \_15<sup>th</sup> August 2018 \_\_\_\_\_

To be reviewed: \_\_\_\_\_ 2021 \_\_\_\_\_

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