

**As a common courtesy – always deal directly with the staff member you have any issues with and let them know of your thoughts.  
Most of the time a quick conversation will solve any concerns.**

| CONCERN                                 | APPROPRIATE ACTION   |
|---|--|
| The academic progress of your own child | <ul style="list-style-type: none"> <li>Directly contact the child’s teacher either by note, by phone or in person to arrange a mutually suitable time to discuss any issues.</li> </ul>  |
| The welfare of your own child           | <ul style="list-style-type: none"> <li>For minor issues directly contact your child’s teacher to clarify information.</li> <li>For more serious concerns, contact office. State nature of concern and arrange a suitable time to talk with class teacher or appropriate staff member.</li> <li>To convey information about change of address, telephone number, emergency contact, custody details, health issues etc. Please contact the office.</li> </ul> |
| Actions of other students               | <ul style="list-style-type: none"> <li>Contact the class teacher for a classroom problem.</li> <li>Contact the class teacher or the Stage Assistant Principal or the Principal (in that order) for playground problems.</li> <li>AT NO TIME SHOULD A PARENT APPROACH ANOTHER CHILD OTHER THAN THEIR CHILD TO ADDRESS AN ISSUE AT SCHOOL.</li> </ul>  |
| School policy or practice               | <ul style="list-style-type: none"> <li>Contact the office. State nature of concern and make an appointment to see the appropriate member of staff.</li> </ul>  |

**Teachers, parents and community working together for successful schooling**



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**Austinmer PUBLIC SCHOOL**

## **Guidelines for 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 own child
- Express concern about actions of other students
- Enquire about school policy or practice

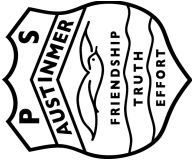
These procedures will help solve problems as soon as possible so that a safe and harmonious school environment is maintained. The best results will always flow from people working together.

*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, parents and staff 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.

**Trying to talk to teachers when they are preparing for their teaching day, managing children or engaged in another conversation is not fair on you or your child.  
We do want to give every parent our full attention at the appropriate time.**



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## How to Approach our School whenever you have a concern.

