



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

It is therefore necessary to have procedures that will help solve problems as soon as possible 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.

Approaching teachers when they are teaching, managing children or engaged in other conversations is inappropriate and please do not message teachers on their personal Facebook accounts or phone numbers unless this has been prearranged with the teacher as a form of communication.

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

CONCERN	APPROPRIATE ACTION
Collecting your child early	<ul style="list-style-type: none"> <li>• Please always attend the front office to collect your child before going to their classroom</li> </ul>
The academic progress of own child	<ul style="list-style-type: none"> <li>• Directly contact the child's teacher either by note, by phone, email or in person to arrange a suitable time to discuss any issues.</li> </ul>
The welfare of 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> <li>• Email: wilberforc-p.school@det.nsw.edu.au</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, stage supervisor or principal for playground problems.</li> <li>• <b><u>At no time should a parent approach another child other than their child to address an issue at school.</u></b></li> </ul>
School policy or practice	<ul style="list-style-type: none"> <li>• Contact office. State nature of concern and make an appointment to see the principal and/or appropriate member of staff.</li> <li>• A formal complaint form is available from the Principal.</li> </ul>