



# **SORRENTO PRIMARY SCHOOL**

## ***Communication Policy***

### **Introduction**

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

We cannot overestimate the critical role parents play in successful learning: parents contribute much to their child's development and are among the most important influences on the way in which the child approaches learning.

Teachers are responsible for the more formal aspects of children's learning, and successful teaching builds on the home experiences of the child. This is most effective where there is an active partnership with parents.

Two-way communication is a critical factor in the partnership between parents and the school. Where a partnership exists, it is easier for parents to feel confident about the teaching and learning taking place in the classroom and to solve problems.

### **What might you talk to your school about?**

- Issues particular to your child
- School or class issues
- Access to support service

### **How your school communicates with you**

- Reports on student progress
- Regular information about the school through newsletters
- Parent-teacher interviews
- Notes
- Surveys
- Displays of children's work
- Assemblies
- Special events and celebrations
- Parent information booklets
- Parent information sessions
- School App
- School Website

You are welcome to talk to your child's teacher whenever you need to. However, you should make an appointment to talk with the teacher, to avoid disrupting the learning program.

### **Information that is available from your school**

- Information on Department of Education and school policies and policy changes
- What is expected in relation to homework
- Student behaviour management policy
- Course details
- Information about participation in the School Board, Parents and Citizens' Association, Aboriginal Student Support and Parent Awareness (ASSPA) program committee, and other support groups
- School charges
- Excursions
- School dress code

### **What can you do if you have a problem?**

- Seeking information as early as possible can solve many problems. If you have any questions or concerns about your child's progress, the homework set or the assessment procedures, contact the class teacher. The best way to do this is to contact the school office to arrange a mutually convenient time for a telephone conversation or meeting.
- Interpreters, Aboriginal and Torres Strait Islander Education Officers, and Aboriginal Liaison Officers are available to assist parents in communicating with their school. Please contact your local school or district education office if you would like the assistance of an interpreter, Aboriginal and Torres Strait Islander Education Officer or an Aboriginal Liaison Officer. You can have a friend or adviser present during any discussion.
- Parents have the opportunity for greater involvement in the school through the Parents and Citizens' Association, Aboriginal Student Support and Parent Awareness committee and the School Board. These provide the opportunity for parents to express opinions on policy issues in the school.

### **When you have a problem**

- Try to identify the problem clearly before going to the school. If there is more than one problem, list them to ensure that the extent of the problem is clear to the school.
- Decide whether the problem is a concern, an enquiry or a complaint. This will help in finding a solution. Make an appointment to talk with the teacher. This can be arranged through the school office. If your concern is about the conduct of a staff member, you may prefer to discuss the matter with a school administrator.
- Try to stay calm. Even if you don't feel it, being calm will help to get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.

## **Procedures for making complaints**

At all stages, staff will work out an agreed plan of action and timeline. If you need assistance in resolving a concern or complaint staff will help you:

- obtain information about school policies and procedures
- make enquiries about student programs, performance and behaviour
- clarify a problem and register a concern with the school
- direct letters of enquiry or complaint