



# Marryatville Primary School

## School Communication Policy

**Date – July 2016**

### Purpose

The purpose of this policy is to provide clear instruction for communication between caregivers, the school and teachers at Marryatville Primary School.

### Policy detail / actions

#### **Responsibilities of the School**

The school will use the MPS newsletter as the primary method of communication for whole of school issues. The newsletter will be published every odd week of the school term accompanied by an up to date school calendar. The newsletter will be emailed to the school email register, made available through the school app, made available on the school website, and soft copies will be provided at the front office on request.

The school will use the MPS "App" for any short notice issues between newsletter publications. In particular the App will be used for any emergency communications. The App will also be used as a reminder system for some events detailed in the newsletter. Instructions on downloading and use of the App will be made available on the school website and at the front office on request.

For individual classroom communication, teachers will outline their policy to parents at the beginning of the year at "acquaintance night" and through their class newsletter.

The school will hold an email distribution list, telephone directory and postal address of parents which will be used as a tertiary form of communication.

The school will hold parent teacher interviews in term 1 with details communicated through the school newsletter. A second interview is available upon request in term 3 following report distribution.

The school will hold an acquaintance night in Term 1 each year with details communicated through the school newsletter

#### **Responsibilities of Caregivers**

We expect our parents will –

- Provide up to date contact details such as email address, phone and postal address.
- Read the school newsletter.
- Download and use the school App.
- Read the classroom communication policy and be mindful of other parent needs as well as teacher workload.
- Develop close links with the school and attend as many events possible.
- Work with the school in developing the full potential of their children.
- Familiarise themselves with school policies and procedures which will be made available on the school website under the section "Policy and Procedure", and made available at the front office on request.

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|  | <p><b>Issues and policy breakdown</b></p> <p>From time to time caregivers may need closer contact with their child's teacher. Communication with teachers is to be encouraged and the classroom communication policy embraced and used. If after 1 week resolution is not forthcoming, the front office should be contacted so that an appointment with appropriate staff can be made. In any case the school will always make an appointment within 3 days of front office contact, or within 24 hours for urgent matters.</p>   |
| <p>Supporting documents/ related items</p> | <p><b>School Grievance Procedures</b></p> <p>Schools are complex organisations. With so many members of staff, students and parents, occasionally inadequate communication leads to misunderstandings. Parent concerns can usually be considered by making direct contact with appropriate personnel as soon as possible. A copy of the <i>Grievance Procedures for Parents</i> is available on our website and a useful process is included below.</p> <ol style="list-style-type: none"> <li>1. If you have an issue about something that has happened at school, the first step is to contact <b>your child's teacher</b>. It is likely that your child's teacher has information relating to the incident/ concern and is able to assist you to understand what has happened. You may need to set up a meeting time as the teacher has classroom responsibilities.</li> <li>2. If you are not satisfied with the responses that you get then you can ask to see a member of the <b>School Leadership Team</b>. (Assistant Principal, Deputy Principal, Principal) This might mean having to organise an appointment so that you have uninterrupted time to discuss your concerns. The Leadership Team are likely to have to investigate the issue and so there could be a time delay before they can get back to you to discuss what they have found out and to plan an action together with you.</li> <li>3. In some cases, you may not be happy with the result of this meeting and so you can contact the <b>Parent Complaint Unit</b> on 1800 677 435. This unit will look into your concern and attempt to support you to resolve the issue. There is more information about this unit and the processes they use on the following website.</li> </ol> <p style="text-align: center;"><a href="http://www.decd.sa.gov.au/parentcomplaint">www.decd.sa.gov.au/parentcomplaint</a></p> <p>or email <a href="mailto:DECD.parentcomplaint@sa.gov.au">DECD.parentcomplaint@sa.gov.au</a></p> <p>It is our hope that we can work with you to reach a resolution at the local level (Step 1 or 2) and that we have a harmonious relationship with our school community.</p> |
| <p>Review</p>                              | <p>July 2017</p>  |