Approaching the School

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.

NB: No parent should directly approach another person’s child. The school will deal with issues between students as part of the school’s Discipline and Welfare policy.

<table>
<thead>
<tr>
<th>CONCERN</th>
<th>APPROPRIATE ACTION</th>
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<tbody>
<tr>
<td>The academic progress of own child</td>
<td>• Directly contact the child’s teacher either by note, by phone or in person to arrange a suitable time to discuss any issues.</td>
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| The welfare of own child             | • For minor issues directly contact your child’s teacher to clarify information.  
                                        | • For more serious concerns, contact office. State nature of concern and arrange a suitable time to talk with class teacher or appropriate staff member.  
                                        | • 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 stage supervisor or principal for playground problems. |
| School policy or practice            | • Contact office. State nature of concern and make an appointment to see the principal and/or appropriate member of staff. |
| Actions of a staff member            | • Contact the office and state concerns to the principal.  
                                        | • Arrange to meet directly with the principal and staff member concerned. |

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