

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 meeting or telephone conversation.

Please don't rely on hearsay or discuss negative issues regarding the school on social network sites or with other groups of people as this can have a derogatory effect on home/school relationships and ultimately the well being of students.

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 query, a concern 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.

In almost all cases problems can be solved at the school level. In all matters the educational well-being of students is the first priority.

All persons in the school community including students, parents, administrators, teachers and support staff, have a right to be treated with respect and courtesy.

School-level resolution

Stage 1: Discussion with staff member

Contact the class teacher or other relevant staff member to discuss your complaint. This is best done by making an appointment through the school office. The staff will work with you to resolve the problem.

Stage 2: Review or investigation at the school level

Contact the principal who will work with you and the staff member to resolve the problem. You may wish to formalise your complaint. To do this, you may write to the principal who will acknowledge the complaint with a written reply as soon as possible, even if a resolution is not available at this stage.

The principal will consider the issue and identify what action is to be taken and by when, and will clarify the process if a formal complaint is to proceed. The principal may seek the support of the Co-ordinator of Regional Operations or other relevant regional, or central office staff.

This action and timeline will be confirmed with you in writing.

You should be aware that when a complaint is made in writing about the performance of an individual staff member, that staff member will receive documentation of the substance of the complaint.

Further Resolution

If resolution is not reached at the school level or, if the principal is the subject of your complaint, contact the Co-ordinator of Regional Operations, North Metropolitan Education Regional Office on (08) 9285 3600 for assistance in resolving the issue. This will involve an independent review of the situation and may include mediation.



AVERSHAM PRIMARY SCHOOL

"Growing Together"

Parents as Partners

Talking to Your School

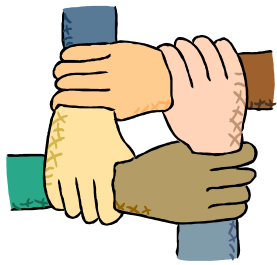
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EDUCATE – EXCITE – EXCEL



Building Relationships

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

Parents play a critical role in helping their child to be successful learners at school. 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.

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.

What might you talk to your school about?

Issues particular to your child:

- Attitude
- Academic progress
- Participation
- Behaviour
- How he/she gets along with teachers and other students socially and emotionally
- Physical development and well-being
- Development of responsibility
- Non-attendance or truancy
- Learning program issues
- Special events and celebrations
- Specialised learning programs
- Parent information booklets
- Parent information sessions

School or class issues:

- Teaching/learning program
- Homework
- Learning environment
- General student behaviour
- Pastoral care for students/Wellbeing
- Schools policies and procedures

Access to support services:

- School and district level student services
- Visiting teachers for students with disabilities
- Specialist facilities - language development centres, intensive language centres, primary behaviour centres education support schools, centres and units
- Programs for students experiencing difficulties with learning
- Programs for gifted and talented students
- Instrumental music program

How your school communicates with you:

- Two written reports or portfolios each year 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
- Specialised learning programs
- Parent information booklets
- Parent information sessions
- Learning journeys

Information that is available from your SCHOOL:

- Information on Department and school policies and policy changes
- What is expected in relation to homework
- Student behaviour management policy
- Information about participation in the School Council and Parents and Citizens' Association
- School charges and fees
- Excursions
- School dress code