

COMMUNICATION PROCEDURE

We aim for clear, constructive communication in the interest of the health and vision of Child Side School, Playgroup, FLA.

Parents/guardians should:

- communicate their concerns and observations to educators, not to other parents or any children,
- raise their own concerns and observations to educators and not request a third party to communicate on their behalf,
- make appointments for significant concerns to enable them to be thoughtfully considered and documented,
- respect staff requests to delay and/or make a future appointment to discuss specific concerns, as the staff's duty of care is to the group,
- respect decisions made by staff as professional decisions in the best interests of the child and school, and
- keep all discussions confidential.

Parents/guardians can:

- discuss general information about individual children with the core educator on a daily basis before or after school,
- make an appointment for a meeting/debrief with the learning team, which meets every Wednesday immediately after early close at 2pm,
- discuss matters pertaining the school identity, policies and/or procedures with co-principals who are available on most Wednesdays,
- make an appointment for a meeting/debrief with co-principals for matters of a serious nature, and
- access the school grievance procedure* if solutions over time are unacceptable or the situation degenerates.

* Those who activate grievance procedures will need to be prepared to work within the procedure and code of conduct and be available to meet in person to work towards a resolution; this will take time and often multiple meetings may be required.

The school will:

- ensure the senior educator is made aware of all concerns raised,
- ensure co-principals and the Governing Council (GC) are made aware of all serious concerns raised,
- document and file notes for all meetings and discussions,
- keep all discussions confidential,
- follow school policies when a complaint is made against a staff member”,
- advise the parent/guardian when a third party may be required to assist in reaching a resolution, and
- address breaches of confidentiality that occur either within or outside of the school through co-principals and the GC.

The school may:

- not pursue anonymous and/or generalised complaints that are not evidence based, and
- complaints that are in conflict with the school’s endorsed policies and educational practices will be handled at the discretion of co-principals and the chair of the GC.

“ These policies state the process will be documented and monitored by the co-principals in consultation with the chair of the GC. Any actions required under staff disciplinary procedures would be handled confidentially within the School.