

COMMUNICATION PROCEDURE

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

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.