

PARENT ENQUIRIES AND/OR CONCERNS

Parents occasionally have enquires/ concerns about their children's progress at school and from time to time things occur at school which lead to parents seeking clarification. These could include child behaviour and behavioural attitudes, relationships with other children or teachers, programmes of work, school activities, general school policy or day to day incidents that may arise.

Guidelines:

1. The classroom teacher is the first point of contact to answer the concerns or enquiries of parents about their children. Generally matters are resolved at this level.
2. Teachers should keep their Team Leader fully informed regarding parent concerns or enquiries and meetings between themselves and parents.
3. A written record should be kept in 'Classroom Manager' of all formal meetings between teachers and parents including concerns raised on Parent Conference Nights.
4. If after meeting with the classroom teachers there is further concern or dissatisfaction parents should then seek an appointment to meet with the Team Leader in an attempt to resolve the matter of concern. Thereafter to the Principal.
5. There are specific avenues for enquiring about information about the school or commenting on school policies, property and procedures (refer to the flowchart attached - Parent Contact with St. John 's School)