



## SAINT MARY MACKILLOP PRIMARY SCHOOL

152 ODESSA AVENUE

KEILOR DOWNS, VICTORIA, 3038

Phone: 03 9367 6199 Fax: 03 9367 1642

Email: [office@mmkeilordowns.catholic.edu.au](mailto:office@mmkeilordowns.catholic.edu.au)

# COMMUNICATION POLICY

### Rationale:

At Saint Mary MacKillop Primary School we are committed to providing a safe, inclusive and supportive environment which promotes open communication, respect, fairness and positive relationships. We believe that the relationship between home and school is a very important part of ensuring that children are happy, secure and open to learning. As a school community we are committed to working together to meet the various needs of our school community. central to achieving this is trust and open, effective communication between all members of the school community. As a Catholic school the Gospel values form the basis for a proactive approach to communication and problem solving.

### Aims / Goals:

To ensure:

- That effective communication between all school community members takes place
- That processes are in place which allow for open and honesty communication amongst all school community members
- That confidential information is managed in a manner consistent with community expectations, professional standards and legal obligations
- That clear, positive and fair processes and guidelines are provided which allow issues or concerns to be aired and resolved in a timely, effective and respectful manner
- That a positive, productive and harmonious school environment is maintained

### Implementation:

#### Procedure for contacting a classroom or specialist teacher:

When a parent wishes to contact a member of staff to discuss matters relating to their child, the procedure is to contact the teacher involved, giving a brief outline of the issue. Contact should be made using one of the following approaches:

1. Contact the school, either by phone or coming to the office personally, and ask a school administration officer to arrange for the teacher to contact you to arrange a suitable meeting time. Teachers are not usually available to answer phone calls or come to the office during teaching time or whilst on yard duty.
2. Contact the appropriate teacher in writing or via email, asking them to organise a suitable meeting time.
3. Speak briefly with the appropriate teacher, either before or after school hours (not at a time when they are teaching or on yard duty), and ask them to arrange a suitable meeting time.

### **Procedure for contacting other school personnel:**

When a parent has a concern or wishes to discuss an issue regarding a situation which they considers affects the whole school, their child's wellbeing or relates to a school policy or matter, the procedure is to:

- Contact the Principal, Deputy Principal or a relevant School Leader, using one of the three approaches outlined above.

When parents have a concern or wish to discuss an issue relating to a member of staff or of a sensitive nature, they should make an appointment with the Principal by contacting the school office, either by phone or coming to the office personally, and asking the Office Manager or an administration officer to arrange a suitable meeting time.

In all cases if the matter is urgent and / or relates to the possible risk or harm to a student, a member of staff or another member of the school community, the Principal should be informed immediately and the urgency of the matter conveyed. The Principal will determine who is the most appropriate person to deal with the issue and the process to work towards a resolution, as well as ensuring that contact is made as soon as possible.

Saint Mary MacKillop Primary School will deal with all complaints and issues sensitively, promptly and confidentially. Matters will be investigated and dealt with in a timely manner. In working through any issues a resolution which treats all parties with dignity and respect will be sought. Issues and matters which have been raised will be kept in the strictest of confidence and not discussed with any other persons, excepting those directly involved.

Anonymous complaints will not be accepted or acted upon.

Resolving matters of concern are best achieved through face-to-face contact with the appropriate person. Emails and letters should be brief, alerting the person to the issue; they should not be used as a forum for in-depth discussion.

Formal meetings will be minuted and all persons involved will receive a copy of the minutes. Any correspondence received by the school will be kept in a secure file.

### **Issues arising between students and families:**

No parent should approach the children of other families or their parents with a school related or non-school related issue on the school grounds. Such matters must be addressed to the Principal or Deputy Principal and not discussed with other persons.

February 2013

Reviewed 2017