



## Rationale

All communication between members of the St Columba Anglican School community, including staff, parents, carers and students, should reflect the School's values. The School encourages parents to be actively involved in their children's education and in the School generally, believing that involvement enhances student learning. For this reason, the School places great emphasis on the establishment and maintenance of effective channels of communication with parents. Our procedures will be characterised by fairness, mutual respect and a spirit of cooperation in resolving issues and concerns.

## What can parents expect of the School?

We are committed to preserving a safe learning environment where individual rights are respected and our school community works together for a common purpose. We are committed to dealing sensitively with parents and carers and will respond as quickly as is practical to all matters. We will maintain confidentiality where appropriate, releasing information on a 'need to know' basis to staff. If parents have a specific request regarding the extent of access to information given, that request should be made known at the time of contact.

Members of staff will endeavour to return phone calls and/or emails within two working days. Please be aware that it is School policy that teachers will not leave classes to receive or return calls or conduct interviews.

The School is committed to attempting to resolve issues of concern promptly for parents. Often the incompleteness of information or the multiple demands on people's time prevents an immediate resolution. Parents are asked for their patience in following through matters.

## What does the School expect of parents?

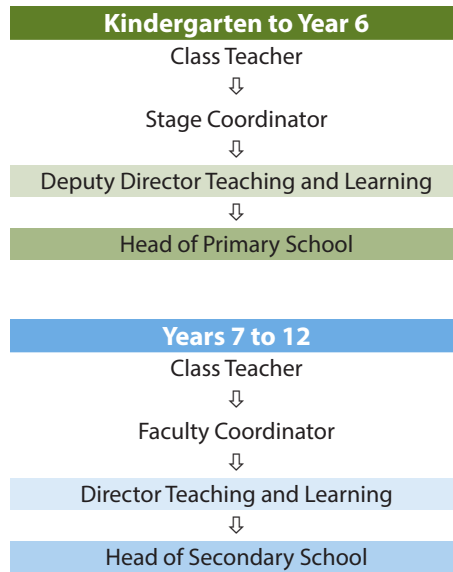
### Communication - parents should:

- Direct their concerns to the appropriate staff member as outlined in the hierarchy.
- Make an appointment in advance when seeking personal communication with staff.
- Approach matters in a calm and rational manner, ensuring interactions result in a clear path to resolution.
- Provide contact details so we can call or email you within two working days.
- Communicate any extremely important matter in writing to ensure all the details of the matter can be fully understood.
- Only contact staff members during office hours (Monday to Friday 8.00am to 4.00pm). Please refrain from contacting staff outside of these hours.

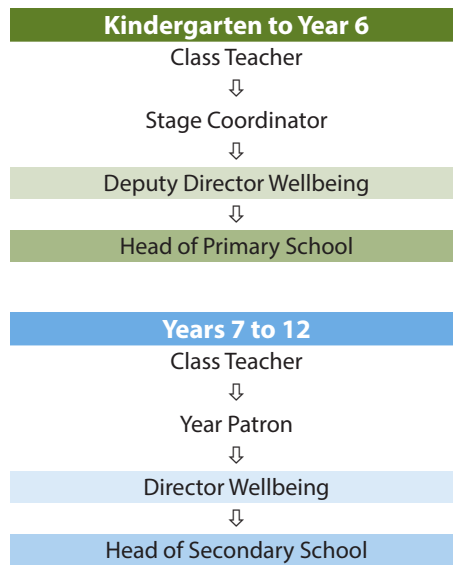
## General hierarchy of contact for most issues

The following guide for parents and carers indicates the best manner in which to direct specific issues related to the welfare of your child.

### Academic Issues



### Pastoral or Wellbeing Issues



*While it may seem quicker to go to the higher authority in a sequence, it is usually more appropriate to start with the person who knows the student or the details of the incident best. Only if the matter cannot be resolved at the initial level should it progress through the hierarchy of responses.*

## Communications from the general public

If a member of the general public wishes to express their concerns over a matter specifically related to St Columba Anglican School, they are advised to contact the Principal by calling (02) 6581 4188 or via the website Feedback link: [www.scas.nsw.edu.au](http://www.scas.nsw.edu.au)

St Columba undertakes to reply to written complaints in a timely manner and would ask the person listing their concerns to provide appropriate contact details to enable a response either in writing or by phone.

### Breaches of this code

The School values its relationships with parents but cannot accommodate aggressive or rude behaviour by either parents or visitors. Where behaviour becomes aggressive or rude the person in question may be asked to leave school grounds and/or may be referred to the Head of School.



## Visiting Procedures

All parents and visitors on the school site are required to sign in at Front Reception and wear a Visitor Lanyard.

For school events which involve multiple visitors (such as parent teacher meetings or social functions) parents do not need to report to Front Reception or wear a lanyard. During events, clear signage will be displayed at the entrance to the School and staff and/or student representatives will be on hand to assist in directing visitors to and from the venue.

Parents who have made an appointment in advance with a staff member are asked to sign in at Front Reception and wait for the staff member to meet with you.