Phoenix Primary School

Learn Grow Succeed

Parent Communication Operational Guidelines

Introduction

At Phoenix Primary School we value the partnership that exists between parents/guardians and teachers. This partnership aims to foster academic progress, nurture student well being and promote a positive school environment. It is therefore in the interests of the whole school community that communication between parents/guardians/carers and teachers is open and respectful. These operational guidelines are designed to ensure the most effective and productive communication between teachers and parents/guardians/carers.

Procedures

The school is committed to promoting open and respectful communication between parents/guardians/ carers and teachers. The following procedures should be used to guide all communication.

- Two way appropriate, constructive, and timely feedback is valued and encouraged.
- Parents/guardians and carers should allow up to 2 working days (Monday - Friday, 8am - 5pm) for a reply to any communication. Parents/guardians/carers should appreciate sometimes a delay in reply may be experienced, due to staff absences or illness.
- Teachers are not available to answer phone calls or come to the office during teaching time or whilst on yard duty. Issues or concerns are best dealt with out side of student contact time when uninterrupted time and attention will be given to them.
- Issues or concerns should not be discussed in front of students or other families.
- All communication is open and respectful.
- Issues of concern are best shared when they first arise.
- **First contact should always be made with the teacher or staff member concerned.** Parents/ guardians/carers should contact their child's class teacher or the relevant specialist teacher if the matter involves your child or an issue of class operation.
- Where a general teacher & parent/guardian/carer meeting is cancelled, it is the responsibility of the person cancelling to communicate with other parties and reschedule a mutually convenient time.
- Meetings between parents and staff may be documented. In some circumstances parents/ guardians/carers will be asked to sign completed documents.
- Staff email addresses are on the Phoenix Primary School website. Emails should be brief, alerting teacher to the issue.
- No parent/guardian/carers will approach the children of other families or their parents/guardians/ carers with a school related or non-school related issue on school grounds. Such matters must be addressed to the Principal or Deputy Principal.
- The school will communicate with parents/guardians/carers in a variety of ways including the following:
    - ⇒ Parent Information Booklet and other enrolment information.
    - ⇒ Weekly newsletter
    - ⇒ Formal reporting twice a year
    - ⇒ Parent/guardian/carer meetings
    - ⇒ Telephone, written, email or Connect