



Holy Trinity

Eltham North

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Holy Trinity Primary School Communication Policy

Rationale:

At Holy Trinity we are committed to providing a safe, inclusive and supportive environment that promotes open communication, respect, fairness and positive relationships. All school community members have the opportunity to be listened to and supported. As a Catholic school, the Gospel values and Restorative Practices form the basis for a proactive approach for communication and problems solving.

Goals:

- To promote positive and open communication to build relationships
- To provide guidelines to address and resolve any issues between all parties within the school community
- To reach a resolution that is respectful to all parties

Implementation:

Procedure for contacting class or specialist teacher:

When parents wish 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 the school secretaries to arrange for the teacher to contact you to make a suitable meeting time. Teachers are not usually available to answer phone calls or come to the office during teaching time.
2. Contact the appropriate teacher in writing or through email asking them to set up 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 duty) to arrange a suitable meeting time.

Procedure for contacting other school personnel:

When parents have a concern or wish to discuss an issue about a situation that they consider affects the whole school, their child's well being or relates to a school policy or procedure is to:

- Contact the Principal, Deputy Principal, or the 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 direct contact with the Principal / Deputy Principal using one of the three approaches above.

In all cases if the matter is urgent and/or relates to the possible risk of harm to a student, a member of staff or the school community, the Principal / Deputy Principal should be informed immediately and the urgency of the matter conveyed.

The Principal / Deputy Principal will determine who is the most appropriate person to deal with the issue, and will ensure that contact is made as soon as possible.

To be effective, Holy Trinity will deal with all complaints and issues sensitively, promptly and confidentially. Matters will be investigated and dealt with as soon as possible using the Restorative Practices approach to come to a resolution that treats all parties with dignity and respect. Anonymous complaints will not be accepted or acted upon.

Issues arising between students and families:

Parents should not approach the children of other school families or their parents with a school related or non-school related issue on the school grounds or environs. Such matters must be addressed to the Principal or Deputy Principal.

Solving matters of concern are best done face to face contact with the appropriate person. Emails and letters should be brief alerting the person to the issue and not to be used as forum for in depth discussion.

Formal meetings are minuted and all parties receive a copy of the minutes. Any correspondence received by the school in relation to matters of concern is kept in a secure file.

Reviewed 2015