**How to approach our school when you have a concern.**

Parent has a concern

C:\Documents and Settings\ACROWE2\Local Settings\Temporary Internet Files\Content.IE5\LKPJID2D\MC900440452[1].wmf

Make an appointment to see classroom teacher / organising sport teacher

All happy

Concern unresolved.

Make an appointment to see stage supervisor / sport coordinator

C:\Documents and Settings\ACROWE2\Local Settings\Temporary Internet Files\Content.IE5\LKPJID2D\MC900440452[1].wmf

All solved

Concern unresolved.

Make an appointment to see the Principal

C:\Documents and Settings\ACROWE2\Local Settings\Temporary Internet Files\Content.IE5\LKPJID2D\MC900440452[1].wmf

All solved

Concern unresolved.

Obtain a Formal Complaint form. Follow the guidelines to lodge your concerns.

from Office Staff and register your

concerns.

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Avoca Beach Public School

**Guidelines for Approaching our School**

***A parent and community guide for seeking information and expressing concerns.***

From time to time parents or other members of the school community may need to approach the school in order to:

• Discuss the progress or welfare of own child

• Express concern about actions of other students

• Enquire about school policy or practice

These procedures will help solve problems as soon as possible so that a safe and harmonious school environment is maintained. The best results will always flow from people working together.

*These guidelines aim to:*

• provide a guide in order that concerns are dealt with in an open and fair manner

• ensure that the rights of students, parents and staff are respected and upheld

• support sensitivity and confidentiality

• help reach an agreed solution

On occasion, concerns may cause frustration and anxiety. At such times it is always important to organise a time to talk with school staff in an unhurried and confidential atmosphere.

***Trying to talk to teachers when they are preparing for their teaching day, managing children or engaged in another conversation is not fair on you or your child.***

***We want to give every parent our full attention at the appropriate time.***

**School Sporting Events**

***It isn’t whether you win or lose, but how you play the game.***

At Avoca Beach Public School we are extremely proud of the rich history of our past endeavours. As a school and community we strive to continue this success by providing all students with ongoing, relevant and inclusive experiences.

We acknowledge our talented teachers who collectively bring decades of experience and expertise to our sport organisation. We thank them for going above and beyond to ensure these experiences continue to happen.

In order to enable teachers to fulfil their responsibilities as carnival organisers and PSSA team managers, it is crucial that they are able to focus on their role as carnival facilitator or team coach/manager. This will ensure the safety of all students as well as ensuring all carnivals / sporting events run as smoothly as possible.

To assist in this, we ask that all spectators follow the appropriate channels of communication outlined in this document. This will ensure that all concerns are addressed by the appropriate member of staff.

***As a common courtesy – always deal directly with the staff member you have any issues with and let them know of your thoughts.***

***Most of the time a quick conversation will solve any concerns.***

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| **CONCERN** | **APPROPRIATE ACTION** |
| The academic progress  of your own child | * Directly contact the child’s teacher either by note, by phone or in person to arrange a mutually suitable time to discuss any issues. |
| The welfare of your own child | * For minor issues directly contact your child’s teacher to clarify information. * For more serious concerns, contact office. State nature of concern and arrange a suitable time to talk with class teacher or appropriate staff member. * To convey information about change of address, telephone number, emergency contact, custody details, health issues and other related issues please contact the office. |
| Actions of other students | * Contact the class teacher for a classroom problem. * Contact the class teacher or the Stage Assistant Principal or the Principal (in that order) for playground problems. * AT NO TIME SHOULD A PARENT APPROACH A CHILD OTHER THAN THEIR CHILD TO ADDRESS AN ISSUE AT SCHOOL. |
| School policy or practice | * Contact the office. State nature of concern and make an appointment to see the appropriate member of staff. |
| Queries in relation to all school related sport | * Contact the office. State nature of concern and make an appointment to see the organising teacher. |