



KNOX
GRAMMAR
SCHOOL



PARENT COMMUNICATIONS POLICY

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Approval and Review	Details
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PURPOSE

The purpose of this policy is to provide guidelines for positive, clear and effective communication between the School and community members to assist in providing a mutually supportive environment that will enable our students to meet their full potential.

SCOPE

This policy covers communication, both formal and informal, between the School and parents/guardians including:

- General School Communication
- Structured parent/teacher communications
- Parent-initiated communications with teachers with respect to their child
- Parent-initiated communications with respect to operational matters
- Complaints management

The policy outlines the main ways in which Knox Grammar School seeks to facilitate both formal and informal communication between the School and parents/guardians and the general expectations on staff and parents/guardians, with respect to any communications.

POLICY

A. INTRODUCTORY POLICY STATEMENT

At Knox Grammar, we believe that positive, clear and effective communication between the School and members of the School community is central to providing a mutually supportive environment that will enable our students/children to meet their full potential.

B. PRIMARY FORMS OF COMMUNICATION

Structured Parent/Teacher Communications

Formal structured parent/teacher communications are facilitated throughout the year via:

- Parent/teacher interviews.
- Phone & email communication.
- Parent/guardian information evenings; such as subject selection, wellbeing programs and co-curricular programs.

General School Communications to Parents/Guardians

General informal School communications to parents/guardians are facilitated through:

- The online publication of our weekly newsletter – theKnoxonian.
- Year level newsletter published weekly to parents.
- School Facebook page.
- Updates on our public website.
- Updates in our parent portal.
- The School Calendar.
- Notes and other written communications provided to students to be passed on to parents/guardians.
- Emails highlighting important information pertaining to the whole School, a year group or a subject/class group.
- Letters by post – used where email is not deemed appropriate.
- Boarding newsletters.

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Parent-Initiated Communication with Teachers

Communication with staff is available to parents either via phone or email contact. Parents and guardians should have regard to the fact that our teachers have multiple responsibilities outside of their direct teaching commitments. It may therefore be difficult to arrange meetings at short notice during a schoolday.

As a matter of general guidance:

- Enquiries relating to specific performance or educational issues should be addressed to a student's teacher.
- General curriculum enquiries should be addressed to the teacher, relevant Head of Department, then relevant Academy Director of Students, followed by the Deputy Headmaster of Student and Teacher Excellence K-12.
- Pastoral Care enquiries should be addressed to a student's Mentor, Assistant Team Leader, Team Leader, Head of Academy and then onto the Deputy Head of Students in either Prep, WPS or the Senior School.

When seeking to arrange a meeting, parents should make a formal appointment for either a telephone conversation or a face-to-face meeting. Where possible the staff member will endeavour to arrange a meeting within three days of receiving a request.

If a parent or guardian is dissatisfied with the response of a teacher, they should request an appointment with the relevant Head of Department.

C. EXPECTED STANDARDS OF BEHAVIOUR

The School is built on the foundations of Faith, Wisdom, Integrity, and Compassion and on the behaviours and attitudes these qualities engender.

Courteous & Respectful Behaviour

The School's staff endeavour to be courteous and respectful with our students, parents/guardians and the wider community. We also expect students, parents/guardians and others to be courteous and respectful with our staff, especially to set an example for their children. Parents/guardians are expected to abide by the School's *Parent Code of Conduct* at all times, and all communications with teachers and School staff should be approached and conducted in a courteous and respectful, calm and reasonable manner.

Public Criticism to be Avoided

Confrontation and criticism in public is to be avoided at all times, as are sarcasm, derogatory remarks, inappropriate familiarity and offensive comments.

D. COMPLAINTS

If a parent or guardian is dissatisfied with the conduct or outcome of their communications with a teacher, Mentor or Assistant/Team Leader, Group Co-Ordinator or other member of Knox Grammar School's staff, they may lodge a formal complaint that will be dealt with in accordance with our *Complaints Handling Policy*, which is available on our public website.

E. EMERGENCIES

Normally, a parent or guardian should not communicate with their child during school hours. In the event of an emergency, parents/guardians are requested to contact the student administration officer for the relevant year group and notify them of the nature of the emergency. Staff members will then facilitate communication between the parent/guardian and student. Students are permitted to review messages and make contact with parents whilst at the locker, using their personal mobile devices at recess and lunch. If a student

would like to use a school phone, this will be made available through their student administration officer.

F. TEACHERS' RESPONSIBILITIES

The School encourages teachers to take responsibility for:

- Providing appropriate opportunities and/or programs for parents/guardians to be involved and engaged in their children's learning.
- Establishing and maintaining respectful collaborative relationships with parents/guardians regarding their children's learning and wellbeing, including responsiveness in all communications with parents/guardians about their children's learning and wellbeing.

RELATED DOCUMENTS

- Conditions of Enrolment
- Parent Code of Conduct
- Complaints Handling Policy
- Procedures for Handling Allegations of Staff Misconduct and Reportable Conduct.

CONTACTS

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DOCUMENT INFORMATION AND CONTROL

This policy document is to be reviewed every two (2) years from the date of issue.

Review History

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