



Guidelines for Effective Communication and Complaints Handling Procedure

Purpose: As a Special Assistance School it is recognised that the need to have clear guidelines for communication is to ensure that there is effective and known pathways of communication between the Marri Mittigar School, the students, Parent/Guardians and the school community.

Scope: Marri Mittigar School (the School). This procedure *does not address child protection and welfare concerns or complaints or reportable conduct allegations* against staff, visitors or contractors to the School, which are dealt with in the **Procedures for Handling Allegations of Staff Misconduct and Reportable Conduct Policy**.

Definitions: A complaint is an expression of dissatisfaction made by a school community member about any aspect of a service provided at Marri Mittigar School including but limited to the behaviour, or decisions of staff, or about practices, policies and procedures and their child's experience at our School.

Mandatory or specific requirements: Staff are required to implement these procedures of communication as part of their induction and ongoing training.

Responsibility: The Head of Marri Mittigar is responsible for oversight and evaluation of these pathways as being effective to meet the needs of the students, staff and school community.

Policy Statement

These guidelines have been devised to assist parents and carers (the Parents) seeking school related information and/or to communicate concerns to Marri Mittigar staff and the Head of School.

These guidelines aim to:

- support class programs and student learning
- outline expected processes for community members and staff, ensuring that concerns are dealt with in an open and fair manner
- ensure that the rights of students, teachers and parents are respected and upheld
- support the sensitive and confidential resolution of matters
- help reach an outcome or resolution in the best interests of children involved.

Routine Communication: The School will use the following forms of regular communication with all Parents

- Weekly School Newsletter sent out digitally on a Friday The Week Ahead
- Email requests for individual matters
- Edsmart Permission note and consent system for excursions, incursions, camps and tours consent
- Translators using professional and credentialed translation and interpretation services.

Information and Issues Resolution: Parents or other members of the school community may need to approach the School to:

- discuss the academic progress or welfare of their own child
- express concern about actions of other students
- enquire about school policy or practice
- provide positive feedback or a compliment.



It is important that if an issue is causing a family concern, they feel they are able to approach the school and have the issue appropriately addressed. It is also important that the school is given the opportunity to hear and respond to issues in an appropriate manner. We ask parents to make an appointment with an appropriate staff member to discuss the matter at hand.

- ✓ **Email is the preferred method of contact with the school office:**

receptionmm@barker.nsw.edu.au.

- ✓ **Phone calls and in-person enquiries** will be responded to at all times and as soon as possible.
- ✓ Parents can also use the **Teacher Meeting Request** form on the school website.

All parent enquiries will be attended to at the school office. Parents should not access classrooms or the playground during school hours without prior approval of the teacher.

The following table will be available to all parents and guardians and on our website as well as being communicated during the enrolment process, as a guideline for communication at Marri Mittigar School.

Issue	Appropriate Action
Concerns about staff behaviour and conduct or if you think your child is at risk of abuse or neglect	<p>* Report all child safety and welfare matters to the Head of School where they relate to concerns around a staff member, contractor or visitor to our school.</p> <p>* These matters will be dealt with under our Procedures for Handling Allegations of Staff Misconduct and Reportable Conduct Policy by the Head of School.</p>
The academic progress of your child	<p>* Contact your child's teacher or the school office to make an appointment with them. The teacher will get in touch with you to arrange a suitable time to speak on the phone, or meet virtually or in person.</p> <p>Teachers are not able to discuss issues with parents on the way to class, during teaching time, or when they have a duty of care for students.</p> <p>* For matters which are unresolved or require further support, contact the school office to request an appointment with the Head of School supervising your child's year group.</p>
Actions of other students	<p>* Contact the school office detailing your concerns, marked attention to your child's teacher. The class</p>



	<p>teacher will check and clarify details of the matter and share this information with you as soon as possible.</p> <p>* The class teacher will liaise with the stage supervisor, Head of School for playground problems requiring clarification from students or additional support.</p> <p>* For matters which are unresolved or require further support, contact the office to request an appointment with the Head of School</p>
School policy or practice	<p>* Contact the school office. State the nature of your query. This information will be passed on to the appropriate staff member.</p> <p>*The staff member will contact you to explain the relevant details or to make an appointment to discuss the matter further.</p>
Change of details or information	<p>To convey information about change of address, telephone number, emergency contacts, custody details, or student health conditions, email the school office.</p>

Please note the following:

- Parents should not attend classrooms without a prior appointment.
- All enquiries are to be directed to the school office.
- All parents and visitors should sign in at the school office when entering or remaining on school grounds during school hours.
- No parent should directly approach another person's child.
- Please be mindful of the volume and frequency of email communication with teachers. Managing a high volume of emails can impact on the time they have to prepare programs and assess students' progress.
- When emailing or meeting with teachers and school staff, please be calm and respectful, raise any concerns early, and allow sufficient time for issues to be followed up and a response provided.

Complaints Handling Procedure

Our preference is to address and resolve complaints at the School level where possible. The Head of School will oversee the response and management of all feedback and complaints and inform the Head of Barker College of all feedback and complaints from the Marri Mittigar School community

Complaints can be submitted through a number of channels and can range from providing constructive feedback or a making a serious complaint about the School or a staff member of our School or a service.



- In writing (Email or letter) to a teacher or the Head of School
- In person during a meeting
- Whispli is the public and anonymous concerns@barker website link on the Marri Mittigar website.

Marri Mittigar School is committed to a fair process in which parent's complaints and feedback will be listened to with respect, given a safe and confidential forum to air their concerns and will be placed in a position to know the complaints management process and time frames. The student voice on matters that impact on them will also be provided with a forum as children participate in decisions affecting them and are taken seriously.

The school looks forward to working with the wider school community and building strong respectful, positive relationships through communication and collaboration with the safety and wellbeing of the students at the centre of all our interactions.

References:

Next review:

Policy Owner	Date Reviewed	Comments
Title	Dd/mm/yyyy	

Next Review Date	Reviewed by: