



Greensborough
COLLEGE

Communication Guidelines Policy for Parents/Carers

At Greensborough College we aim to support all parents in the education of their son/daughter.

When parents and families have concerns about their child, a teacher or school processes there are a number of ways these can be addressed. The following table can be used as a guide for families.

CONCERN	APPROPRIATE ACTION
<i>The academic progress of your own child</i>	<ul style="list-style-type: none">• Directly contact the subject teacher by note, diary, email or telephone to make an appointment to discuss any issues• Use parent teacher interview days as a time to make appointments with teachers to discuss progress• For general concerns about academic progress contact the Assistant Coordinator for the year level.
<i>The wellbeing of your own child</i>	<ul style="list-style-type: none">• For minor issues contact the Assistant Coordinator for the year level• For more serious or confidential issues contact the relevant Wellbeing Coordinator.
<i>The actions of other students</i>	<ul style="list-style-type: none">• Directly contact the Assistant Coordinator for the year level by email (COMPASS) or telephone
<i>School Policies or Practices</i>	<ul style="list-style-type: none">• Contact the office to make an appointment with the Assistant Principal or the appropriate staff member
<i>Actions of a staff member</i>	<ul style="list-style-type: none">• Make an appointment to speak with the Principal or the Assistant Principal

When visiting the school and discussing concerns we ask all families to:

- *Report to the Administration Office so that your concern can be directed to the right person*
- *Treat all persons associated with the school with respect and courtesy*
- *Discuss issues or concerns about the school, staff or students through correct procedures as above*
- *Use appropriate language while on school premises in particular in the presence of students, staff and other visitors to the school*
- *Ensure social media, such as Facebook, is not used to discuss school related issues. Concerns can be addressed through the appropriate channels.*

At times teachers are unavailable so to avoid lengthy waiting periods we recommend that you ring ahead to make an appointment.

Our aim is to work in partnership with families to ensure that students achieve the best outcomes possible. We seek your continued support to achieve this aim.