

SUNNYBRAE NORMAL SCHOOL
AVAILABILITY OF STAFF AND BOARD TO PARENTS

Adopted by BoT November 1990
Reviewed November 2009

Rationale

Education is a process that requires input from both parents and teachers and therefore channels of communication need to be clearly established so that both can be working in harmony. In particular, parents need access to teachers to discuss children's progress. When problems arise there needs to be a procedure that is conducive to a resolution that respects the rights and mana of all concerned and serves the needs of the child.

Purposes

1. To enable opportunities for parents and teachers to consult with each other over children's needs.
2. To protect teachers from approaches by parents which could interfere with the teacher carrying out his/her responsibilities.
3. To clear up as quickly as possible any misunderstandings that may arise about school or classroom activities or about individual children.
4. To provide appropriate channels and procedures for complaints to be heard and responded to in a way that shows respect for all concerned.

Broad Guidelines

1. Parents should not expect to be able to consult with a teacher during classroom time, and teachers' preparation time also needs to be respected.
2. For an issue of any substance it is best if an appointment is made (which can be arranged by phone, email or letter) to come and discuss a matter of concern before or after school. This is not to deny that sometimes, quick informal discussions of smaller matters can take place without the formality of appointments.
3. If a parent has a concern about their child it is usually best to discuss the matter in the first instance with the class teacher.
4. If this discussion does not resolve the matter the parent should see the leader of the syndicate in which the child is placed, then the principal.
5. Final recourse should be in writing to the Board. Any communication of this nature will be tabled at the next full Board meeting and will be discussed in committee.
6. If the issue is a matter of school policy (i.e. directly a part of the Board's governance role), the initial approach should be made to the Board of Trustees. (Note that the Principal is a member of the Board of Trustees and is probably in the best position to provide background information to the parents regarding the issue.)