

**SUNNYBRAE NORMAL SCHOOL**  
**COMMUNICATION BETWEEN PARENTS AND STAFF**

Adopted by BoT November 1990 (as Availability of Staff and BoT to Parents)  
Reviewed on a 4-yearly cycle – last review August 2017

**Rationale**

Education is a multidimensional process that is enhanced by the input from both parents and teachers. In particular, parents need access to teachers to be updated on their child's progress. Therefore, it is important to establish clear channels of communication to ensure that both parties are able to cooperate in harmony. When problems arise, a resolution procedure is in place to ensure that the rights and responsibilities of all concerned are acknowledged, and the mana of the child is the priority.

**Purposes**

1. To enable opportunities for parents and teachers to consult with each other regarding the child's needs.
2. To protect teachers from approaches by parents that interfere with the teacher performing his/her duties.
3. To resolve as quickly as possible any misunderstandings that arise regarding the School or classroom activities or the child.
4. To provide appropriate channels and procedures for complaints to be heard and responded to in a way that is respectful to all concerned.

**Broad Guidelines**

1. Parents can chat with teachers via email or face-to-face before or after school to share information about their child.
2. If a parent has a major concern about their child, the parent is required to book an appointment to meet with the child's class teacher. This can be arranged either by phone or email.
3. If the outcome from the meeting does not resolve the matter, the parent should make contact with the leader of the syndicate in which the child is placed, then the Principal.
4. 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.
5. 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).

BoT Chairperson: \_\_\_\_\_ Principal: \_\_\_\_\_ Date: \_\_\_\_\_