

Blakeview Parent & School Communication Policy

Overview

This policy is to outline clear communication processes and expectations across a variety of situations and circumstances.

Scope

This policy applies to all parents, guardians and students at Blakeview Primary school (BPS) when communicating with school staff. The School Leadership are responsible for ensuring this policy is understood by all teaching and ancillary employees.

Detail

1. Seesaw & email communication

- The purpose of Seesaw is to provide a convenient platform to communicate between parents and teachers.
- The primary role of teachers is to educate their students. These duties begin at 8:45am and therefore, they may not be available to respond to parent messages until after the end of the school day. Teachers will respond to all reasonable queries within 3 working days.
- Seesaw may be used for teacher to parent/carer communications such as queries on attendance/absence, sharing information about events, sending digital copies/links for informative documents, answering simple queries/questions.
- Parents can use Seesaw to ask questions about events, request meetings and enquire about student learning.
- Seesaw is not to be used to resolve conflicts or concerns regarding the safety, welfare or wellbeing of students.
- Seesaw can be used to request a face to face or phone meeting time with teachers to discuss their children's learning/wellbeing.

2. Student communication

- Messages to and from students need to be communicated via the administration team during the school day by visiting the front office or phoning (08) 8254 7555.
- Student mobile phones need to be handed to class teachers at the beginning of each day and collected at the end of each day. Students who do not comply will be required to hand their phone in to the front office each day and their parents/carers will be contacted.
- If students need to contact families, they will need to seek permission from the classroom teacher to go to administration who will contact parents/caregivers if deemed necessary.
- Parents/caregivers who need to contact their children will need to contact administration who will pass on the message to the appropriate staff member and relayed to the student.

3. General school communication

- The school informs the school community about current activities via the school Facebook page, the school Seesaw app and newsletters. It is important that parents/caregivers read these communications.
- School website: <http://www.blakevwps.sa.edu.au/> assists in communicating with the immediate and wider community.
- Additional documents and events will be distributed via Seesaw to inform the school community throughout the year, they include:
 - Documentation, e.g. term flyers, fortnightly newsletters, etc.
 - Acquaintance night information sessions, parent/teacher learning conversations.
- Parents/Caregivers will receive formal reporting on student learning twice per year.

4. General parent enquiries

- For matters concerning lessons and curriculum and general class matters, the teacher should be contacted via Seesaw to seek information or arrange a discussion at a mutually convenient time.
- For non-educational matters, the administration team should be the first point of contact on 8254 7555. Administration will answer or redirect questions to the appropriate party. Appointments are recommended for complex questions.

5. Issues and grievances

- In all instances we encourage parents or students who have a concern to make it known to the school as soon as possible. We aim to listen and work together to seek a resolution to the issue as early as possible.
- The school takes every opportunity to protect the wellbeing of its staff. Staff are instructed not to reply to intimidating, threatening or bullying behaviour in verbal or written form. Staff are instructed to cease contact under these circumstances and advise school leadership.
- Where a grievance arises, in the first instance it should be dealt with in an informal manner, by discussing it with the employee involved in a respectful, solution orientated manner.
- If a grievance cannot be resolved at an informal level with the classroom teacher, the complainant should advise the other party that the grievance will be taken to the formal process. The school administration should be contacted to schedule a face to face or phone meeting to discuss the grievance with the leadership team.
- If no resolution is found throughout the previous stages, parents can take their concern/complaint to the Department for Education feedback and complaint process.

Supporting information

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