



# BULLI PUBLIC SCHOOL

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April 2017

## Approaching the School Guidelines

### A parent and community guide for seeking information and expressing concerns

From time to time parents or other members of the school community may need to approach the school to:

- discuss the progress or welfare of their own child (primary carers only unless the primary carer has provided the school with written permission for another person to participate in this discussion).
- express concern about actions of other students.
- enquire about school policy or practice.

As the best results flow from people working together, these guidelines aim to foster and maintain a safe and harmonious school environment for all members of our school community.

These guidelines:

- ensure concerns are responded to in an open and fair manner.
- ensure the rights of students, parents and staff are respected and upheld.
- support sensitivity and confidentiality.
- help reach a resolution, if necessary.

On occasion, concerns may cause frustration and anxiety. At such times it is always important to organise a time to talk with a member of staff in an unhurried and confidential atmosphere.

CONCERN	APPROPRIATE ACTION
The academic progress of your own child – primary carers only	<ul style="list-style-type: none"><li>• Request your child's teacher to contact you. You may do this in writing (letter or email to the school), by phone call or by completing a 'Request to be contacted by a member of staff' slip located in our office.</li></ul>
The welfare of your own child – primary carers only	<ul style="list-style-type: none"><li>• Request your child's teacher to contact you. You may do this in writing (letter or email to the school), by phone call or by completing a 'Request to be contacted by a member of staff' slip located in our office. If your matter is urgent, please state this.</li><li>• To convey information about change of address, telephone number, emergency contact, custody details, health issues, etc, contact the office.</li></ul>
Actions of other students	<ul style="list-style-type: none"><li>• Request your child's teacher to contact you. You may do this in writing (letter or email to the school), by phone call or by completing a 'Request to be contacted by a member of staff' slip located in our office. If your matter is urgent, please state this.</li><li>• If your child's teacher is unaware of the situation (such as a playground issue), they will inform the relevant Assistant Principal or the Principal (in that order) who will contact you.</li><li>• <b>AT NO TIME ARE PARENTS TO APPROACH A CHILD OTHER THAN THEIR OWN TO ADDRESS AN ISSUE AT SCHOOL.</b></li></ul>
School policy or practice	<ul style="list-style-type: none"><li>• Contact the office. You may do this in writing (letter or email to the school), by phone call or by completing a 'Request to be contacted by a member of staff' slip located in our office.</li></ul>

Trying to talk to teachers when they are preparing for their teaching day, managing children (including playground duty) or engaged in another conversation is not fair on you, your child and other children.

As we aim to give every parent our full attention at the appropriate time, we thank you in advance for following these guidelines.



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How to approach our school whenever you have a concern:

