

Rationale

Strong, effective communication between home and school facilitates improved student learning outcomes, improved student wellbeing and contributes to ongoing student success at school. Essential partnerships between parents and teachers lead to the development of support and cooperation between home and school.

At West Pennant Hills, we value your feedback. We like to know when things are going well and we encourage parents / carers to raise any concerns or issues as soon as possible to facilitate a timely resolution.

Forms of School Communication

- **School Newsletter** – A school newsletter is issued each fortnight where we report important school events, notify the community of upcoming activities and celebrate student achievements at all levels. The school newsletter is accessible via the Schoolzine App and also available on the school website.
- **School Website** – The school website is updated regularly and is a useful source of information about the school. Available on the website is a calendar of school events, Department of Education and School Policies, current school notes, past and present newsletters, staff details, photos and much more.
- **Meet the Teacher Evenings** – At the beginning of each school year the school hosts stage based 'Meet the Teacher Evenings'. These sessions provide an opportunity for parents to meet their child's new teacher and to receive information about the teaching and learning programs for the new school year.
- **Parent – Teacher Interviews** – At the end of Term 1 the school conducts Parent Teacher Interviews. These interviews provide an opportunity for parents to meet with their child's teacher to discuss their child's learning goals, specific learning needs and progress.
- **Student Reports** – At the end of each Semester, (end of terms 2 & 4) parents will receive a detailed written student report. This report will indicate student learning outcome achievement, learning progress, effort and application as well as areas for improvement.
- **Class Parent** – Each class has one or two parent representatives who assist with the dissemination of general class information
- **By Appointment** – If you wish to discuss a particular issue or matter please contact the school office on 9484 7400 to make an appointment with the most appropriate person.

Need an Appointment

If you have a specific issue or matter to discuss, it is important that you communicate with the most appropriate person. This will ensure that issues or questions are resolved in a timely manner. Please see the information below to allow you to make the best decision as to who to approach:

- **Classroom teacher** – always the first and best person to speak to regarding academic progress, social or behavioural concerns, class policy and procedures or queries relating to teaching and learning within the classroom.

- **Assistant Principals** – Inquiries related to a specific issue that is outside of the classroom, any question regarding specific grade / stage programs, concerns that have not been resolved by speaking with the classroom teacher.
- **Administration and Finance** – Inquiries related to semester fees, payments and school notes.
- **Senior Executive (Deputy Principal / Principal)** – Inquiries related to the whole school, child protection and student welfare, governance and management, financial hardship or issues that have not been able to be resolved through discussions with classroom teachers or Assistant Principals.

Expectations

The principles of this policy include that:

- Parents have a right to report or raise a concern they or their child is experiencing
- Concerns about individuals (including students, staff members, parents or other members of the school community) should be discussed with the school in a private forum
- Individuals who may be the subject of a complaint are entitled to have their rights to privacy and confidentiality respected, and they also have a right to respond to any complaint raised
- Complainants are courteous to, show respect for and cooperate with school staff