

Winthrop Primary School Communication and Complaints Guidelines 2021 - 2023

Rationale

Winthrop Primary School acknowledges that effective communication is the key to success in building a positive relationship between home and school. We achieve this through our relationships, good communication and working together.

The Winthrop Primary School Community Agreements are a set of statements written in conjunction with our School Board, which sets out the agreed principles for communication at our school for all community members.

Community Agreements

- Demonstrate mutual respect of the role of teacher and parent in meeting the needs of each individual child
- Adopt a proactive approach to communication and building a sense of community
- Demonstrate culturally responsive behaviours and practices
- Interact courteously and appropriately
- Be open to new learning and value positive contributions
- Approach problems calmly with the aim of finding a positive solution
- Maintain confidentiality
- Demonstrate positive support and advocacy for Winthrop Primary School.



Communication Protocols

- There is an expectation that communication and all interaction between school staff and parents/carers is mutually respectful.
- Teachers and school staff may not be available to respond immediately, however they will make every effort to respond, generally during school hours, within a reasonable timeframe.
- Teaching staff, including principals, are not required to respond to communications outside of their normal working hours.
- Verbal and/or physical aggression or threats, offensive language and derogatory comments, whether face to face, over the phone, via email or on social media is un-acceptable.
- School staff are not expected to respond to communication that is unacceptable and these will be referred to the principal or regional office.
- Student learning is strengthened when staff and parents/carers are actively and positively involved in their education.
- By working together, we support the health and wellbeing of our students and help them develop resilience and confidence.
- Our collective efforts are aimed at providing safe environments for all and promoting respectful relationships.

School-based communication procedures:

- A welcome induction by staff and classroom teachers to the school for parents at the commencement of the year
- A transition program at the end of the year for kindy and pre-primary
- An open invitation to new parents to ring the school to arrange a tour of the school
- Our school website is the first port of call for all information
- Access to Connect, an online platform for all parents and students
- Parents via the front office are able to request a meeting with their class teacher
- Fortnightly assemblies
- Parent forums/workshops
- Parent open night in Term 3
- Invitation to parents to participate in organized committees such as the Parents and Citizens Association and School Board.
- Email for communication and not complaints.

Before contacting the school with a concern parents are encouraged to:

- talk with family or friends to clarify your concern.
- write down your concern
- make a list of all relevant information specific to your concern
- take a support person to any meetings or discussions if you feel nervous talking about your concern
- make an appointment with the most appropriate person at Winthrop Primary School to assist with your concern. In most instances, speak with your child's classroom teacher first by booking a meeting through the front office or via email.

Discuss your enquiry or concern with the class teacher if it is about your child's:

- academic progress
- general Behaviour
- homework
- assessment
- attendance
- social or emotional wellbeing

In your discussion with the teacher:

- discuss all possible outcomes for addressing your enquiry/concern
- settle on an option that can be achieved with input from you, the teacher and your child.

**** Please make an appointment to meet your class teacher via the school office. This enables both parties to be prepared for the meeting.

Discuss your enquiry or concern with the principal if:

- you were not able to achieve a satisfactory arrangement regarding your enquiry/concern with the class teacher
- your enquiry/concern is about the conduct of a teacher or another member of the school staff
- your enquiry/concern is about another aspect of school life that is impacting on your child's education.
- The principal will need time to discuss your enquiry/concern with all relevant parties but you can contact the school for progress updates.
- Your enquiry/concern will be managed according to established school policy and procedures.
- Anonymous enquiries/concerns are only acted on if enough information is provided for the principal to follow-up.

You may contact the regional education office or local education office if:

- your enquiry/concern has not been resolved by your school's principal
- there is a reason for not raising your enquiry/concern with the school directly.
- Your school can help you with contact details for the coordinator of regional operations at the regional education office.

Consideration by the Director General

- The next level for consideration of an unresolved enquiry/concern is to write to the Director General of the Department of Education.
- You may lodge a written description of your enquiry/concern and the steps you have taken to achieve an outcome.
- The Director General may appoint someone to review your enquiry/concern.

Postal address:

Director General

Department of Education

151 Royal Street

EAST PERTH WA 6004

Independent review

- Your final recourse for your unresolved enquiry/concern is an independent review by the State Ombudsman.
- The Ombudsman's approach is independent and impartial while observing procedural fairness and strict confidentiality at all times.

The Ombudsman can be contacted:

T: 9220 7555

T: 1800 117 000 (free for country callers)

Postal address:

Ombudsman Western Australia

PO Box Z5386

St Georges Terrace

PERTH WA 6831

Other useful contacts

The Standards and Integrity Directorate at the Department of Education offers general advice on matters related to staff conduct.

T: 1800 655 985 (free for country callers)

The Equal Opportunity Commission offers advice about discrimination.

General enquiries:

T: 9216 3900

T: 1800 198 149 (free for country callers)

Winthrop Primary School Communications and Complaints Procedures Overview 2021-2023

How	What	Link	Who	Help
Contact tab on school website	Dependent on individual queries	https://www.winthropps.wa.edu.au/contact-us	Community	School office 09310 6100
Parents via the front office, Connect message or email are able to request a meeting with their class teacher	academic progress general Behaviour home work assessment attendance social or emotional wellbeing	See Winthrop Primary School Communication Policy https://www.winthropps.wa.edu.au/images/PDF/Policies/Winthrop_Communication_Policy_2020.pdf https://www.winthropps.wa.edu.au/images/files/Connect_Conditions_of_Use_.pdf	Parents and Caregivers	Contact tab on school website
Parents / Caregivers meet with the Deputy Principal or Principal if	You were not able to achieve a satisfactory arrangement regarding your enquiry/concern with the class teacher •your enquiry/concern is about the conduct of a teacher or another member of the school staff •the principal will need time to discuss your enquiry/concern with all relevant parties and you can contact the school for progress updates •your enquiry/concern will be managed according to established school policy and procedures <i>NOTE: Anonymous enquiries or concerns will not be acted on.</i>	See Winthrop Primary School Communication Policy https://www.winthropps.wa.edu.au/images/PDF/Policies/Winthrop_Communication_Policy_2020.pdf Contact Tab on school website or direct call or email to school office 9310 6100 OR winthropps@education.wa.edu.au OR Karina.Meldrum@education.wa.edu.au OR Deputy Principal Simon.Dufall@education.wa.edu.au Mike.Gulberti@education.wa.edu.au	Community Parents Caregivers	Contact Tab on school website or direct call or email to school office 9310 6100 winthropps@education.wa.edu.au
Contact the South Metropolitan Regional Education Office:	Your enquiry/concern has not been resolved by the school principal	http://det.wa.edu.au/regions/southmetro-politan/detcms/navigation/about-us/	Contact the South Metropolitan Regional Education Office:	Your enquiry/concern has not been resolved by the school principal
Consideration by the Director General	Your enquiry/concern has not been resolved by the Regional Education Office.	Postal address: Director General Department of Education 151 Royal Street EAST PERTH WA 6004	Community Parents Caregivers	

Independent review	Your final recourse for your unresolved enquiry/concern is an independent review by the State Ombudsman. The Ombudsman's approach is independent and impartial while observing procedural fairness and strict confidentiality at all times.	T: 9220 7555 Postal address: Ombudsman Western Australia PO Box Z5386 St Georges Terrace PERTH WA 6831	Community Parents Caregivers	
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Communication Plan 2021 – 2023

Platform	Audience	Purpose	Manager and Up-dated by	Frequency	Protocols
Facebook	Parent / Caregivers	Day to day communication Celebration of good news Happy reminders Emergency situations	Simon Dufall Lisa Chamberlain	As required	All comments filtered through Manager Used only for celebrations Reminders Short Notices 'pops of information' Monitor 'hits' every term. Review use as of end 2021
Connect Library	Class Teachers	Teaching resources	Leadership Team and teaching staff	As required	Organised as files in folders. Audit folders each term to ensure currency. All School Policies stored in Policy Folder for current Year.
Connect Notices	Parents	Communicating day to day classroom information	Class teachers	As required	Teachers be aware not to 'overuse'. Friendly yet professional language. Generic class information
Connect Notices	Community	Direct to website – whole school information	Leadership team	Once a fortnight – Principal's notice As required	Professional language Current Notices as required Use to link to website as needed
Sway	Community	Latest Links Full information updates	Simon Dufall Karina Meldrum	Weekly	Latest Links updated weekly Events Calander updated weekly Export to PDF each week and save in S Drive Display only 5-7 most current events Update photographs once per term
Website	Community	First port of call. General enrolment, some policies, vision, purpose, school board some program information	Jenny Cotham Katy De Caprio Annmarie Dembo	See Protocols (right)	Policies to be stated in Parent Handbook rather than as separate policies. Reviewed termly Spotlight updated fortnightly. Follow set formats for headings, font colour/size when editing - to maintain consistence in style & layout. Upload scaled size images but maintaining quality. Export copy of website PDF documents and photos to S Drive.
3 rd Party Information	Parents	Ensure 3 rd party permissions are as per compliance and policy requirements ICT User Agreements Media Consents	Laree Aziz Jenny Cotham	Beginning of year As required on enrolment.	Teachers must check in with all students and DP to ensure compliances 2 TR days for 3 rd party documentation review and upload.
Winthrop Words	Staff	Keep staff informed whole school messages	Chriss Slape Marie Hamilton Leadership Team Teachers	Weekly	Weekly staff / internal news email all staff. Minimal attachments Curriculum notices to direct to Connect not attached to email. Ensure all information is current and relevant to the volume.

Annual Report	Community DoE compliance – Schools Online	Annual Report of school performance	Leadership Team – Principal	Annual	As per DoE compliance requirements
Business Plan	Community	Communication of strategic plans / target school foci	Leadership Team Staff	3 yearly cycle	As per DoE compliances – reflective of Statement of Expectation.
Surveys	Community Students Staff	Gather feedback from Parents Staff Students	Leadership Team	Biannually	As per DoE compliance requirement. Review Questions each survey Ensure reflective of current context