



TRINITY COLLEGE

South

PROCEDURE

Guideline	Responding to Parent Requests
Guideline Reference No.	
Approval Date	2011
Review Date	2012
Officer Responsible	Heads of Teaching & Learning
Approval Authority	Principal
References	
Attachments	

Introduction

The education of students is a three way partnership between staff, students and parents. This is an obligation that staff have and clearly there are considerable benefits from the maintenance of a shared relationship between staff and parents especially in terms of learning outcomes and in improved student behaviour.

Effective parent involvement sets aspirations and shapes the child's self esteem as a learner. It can have significant positive impact on the student's learning.

Parents in general appreciate clear behaviour expectations and recognise the support schools can provide in socialising their children by supporting their own behavioural expectations of their children.

It is incumbent upon schools such as Trinity College South to provide opportunities for parents to be involved in the life of the school and this exists in a range of ways such as Parents and Friends Association, the eNews, parent/teacher evenings, information evenings, volunteer work in such areas as reading with children, the Canteen, excursions and camps and those who approach staff directly.

Policy

While parent involvement at Trinity College South is encouraged and staff should always respond to requests from parents, some guidance is required. Parent involvement at school varies considerably between those who are disinclined and those who are confident to make themselves known. Trinity College South should consider providing

additional opportunities to parents who have traditionally been disinclined to be involved in school including groups such as fathers, parents from non-English speaking backgrounds or migrant families or those who had a less than positive experience at school.

While there is an expectation that Junior School staff are visible and approachable particularly at the start and end of a school day lengthy or more formal discussions with parents need to take place at the earliest mutually agreeable time. Notes in diaries or communication books need to be acknowledged on the day and a formal response to parents should occur as soon as possible with a note, phone call, email or face-to-face discussion.

Middle School staff tend to rely upon more indirect methods such as the diary, email and phone calls. From time to time the parents of Middle School students spontaneously approach staff directly in the school yard and sometimes this requires staff to discern whether or not this is the best way for the concern to be addressed. If it is not, then staff should feel comfortable referring the matter to the diary, email or phone call and where necessary an interview. When parents make contact with a staff member this should be acknowledged within 24 hours of the next school day unless staff are away on camp, etc. A formal response to the email in the form of action should then occur as soon as possible but will vary depending upon the nature of the request.

Staff should always record interviews in Synergetic and in a Trinity College South Record of Interview sheet. Parent contact should be recorded but some discretion exists around the formality of this record.