



CRAIGIEBURN SECONDARY COLLEGE

GUIDELINES FOR PARENTS WHEN COMMUNICATING WITH THE COLLEGE

At Craigieburn Secondary College we aim to support all parents in the education of their son/daughter. We have developed a Family Partnership Framework which provides strategies for families to use at home to further support their child's learning.

We also have the Student Engagement and Wellbeing Policy that guides student behaviour and the Department of Education and Early Childhood Development Code of Conduct that guides teachers' behaviour.

When parents and families have concerns about their child, a teacher or school processes there are a number of ways these can be addressed. The following table can be used as a guide for families.

CONCERN	APPROPRIATE ACTION
The academic progress of your own child	<ul style="list-style-type: none">• Directly contact the subject teacher by note, diary, email or telephone to make an appointment to discuss any issues• Use parent teacher interview days as a time to make appointments with teachers to discuss progress• For general concerns about academic progress contact the Year Level Coordinator• For more serious concerns speak to the relevant Assistant Principal
The wellbeing of your own child	<ul style="list-style-type: none">• For minor issues contact the Year Level Coordinator• For more serious or confidential issues contact the relevant Student Welfare Coordinator
The actions of other students	<ul style="list-style-type: none">• Directly contact the Year Level Coordinator by email or telephone• For more serious concerns contact the relevant Assistant Principal
School Policies or Practices	<ul style="list-style-type: none">• Contact the office to make an appointment with the Assistant Principal or the appropriate staff member
Actions of a staff member	<ul style="list-style-type: none">• Make an appointment to speak with the Principal or the Assistant Principal

When visiting the school and discussing concerns we ask all families to:

- Report to the General Office so that your concern can be directed to the right person
- Treat all persons associated with the school with respect and courtesy
- Discuss issues or concerns about the school, staff or students through correct procedures as above
- Use appropriate language while on school premises in particular in the presence of students, staff and other visitors to the school
- Ensure social media, such as Facebook, is not used to discuss school related issues. Concerns can be addressed through the appropriate channels.

At times teachers are unavailable so to avoid lengthy waiting periods we recommend that you ring ahead to make an appointment.

Our aim is to work in partnership with families to ensure that students achieve the best outcomes possible. We seek your continued support to achieve this aim.