



## COMMUNICATING WITH PARENTS POLICY

### Introduction

Penola Catholic College works in an educational partnership with parents for the benefit of all students. On entering into this partnership, families assume a number of important responsibilities, which include: loyalty to the College community, a commitment to the College Mission statement and support of all College policies and expectations.

It is acknowledged that there may be occasions when parents wish to express concerns / make complaints regarding College matters. Parents are always encouraged to communicate with the relevant College personnel to discuss their concerns.

The College is always available to assist parents through discussion in developing a clearer understanding of College expectations in all areas.

Parents are required to express their concerns in a calm and respectful manner towards all staff who may be involved. On presenting the concern the family must be able to be identified. Any anonymous concerns or complaints cannot be satisfactorily addressed as the College would be unable to confirm them as genuine.

In having specific concerns / complaints addressed we recommend that initial contact be made with the relevant College personnel in the order below:

|                                    |  |
|------------------------------------|--|
| <b>Curriculum Matters</b>          | Subject Teacher, Head of Learning, Deputy Principal - Head of Teaching & Learning  |
| <b>Student's Academic Progress</b> | Subject Teacher, Year level Co-ordinator, Deputy Principal - Head of Campus  |
| <b>Student Welfare Matters</b>     | Homeroom Teacher, Year Level Co-ordinator, Head of Student Services, Co-ordinator of Students (B/M), Deputy Principal - Head of Campus |
| <b>General Student Behaviour</b>   | Homeroom Teacher, Year Level Co-ordinator, Co-ordinator of Students (B/M), Deputy Principal - Head of Campus                           |
| <b>Transport Matters</b>           | Transport Co-ordinator (G), Deputy Principal - Head of Campus  |

|  |  |
|--|--|
| <b>College Policies</b>  | Executive Team   |
| <b>Staff</b>   | Deputy Principal – Head of Campus  |
| <b>Off Campus Incidents<br/>(in &amp; out of School Hours)</b> | Deputy Principal - Head of Campus  |
| <b>Uniform</b>   | Homeroom Teacher, Year Level Co-ordinator, Co-ordinator of Students, Deputy Principal - Head of Campus |
| <b>Financial</b>   | Business Manager   |
| <b>Privacy Laws / Act</b>                                      | Principal  |

In all cases where the matter cannot be satisfactorily resolved, parents are encouraged to contact the College Principal:

|                      |  |
|----------------------|--|
| Broadmeadows Campus: | 9301 2777  |
| Glenroy Campus:      | 9301 7800  |
| Email:               | <a href="mailto:principal@penola.vic.edu.au">principal@penola.vic.edu.au</a> |