

Communication Management Process

This process should be used by parents/carers and community members when they wish to communicate with the school on any issue, positive or negative.

Please progress through each step when required;

Student progress, classroom management and/or organisation

1. Speak directly with the classroom teacher. Be aware that student learning is a priority, and teachers may not be available without notice.
2. Make an appointment with the classroom teacher to discuss concerns.
3. If the concern is not resolved, make an appointment with the Deputy Principal/Principal through the office staff (Ensure that your concern is clear and shared with the office staff when booking an appropriate time).
4. If the concern is still not resolved, contact Regional Office on 07 5656 6688 to seek assistance in communicating with the school.

Facilities or school wide management and/or organisation

1. Speak with the office staff.
2. If the concern is not resolved, make an appointment with the Deputy Principal/Principal through the office staff (Ensure that your concern is clear and shared with the office staff when booking an appropriate time).
3. If the concern is still not resolved, contact Regional Office on 07 5656 6688 to seek assistance in communicating with the school.

Practices encouraged by Southport State School community

- First seek clarity – many concerns come about through miscommunication and can be resolved simply through asking questions of the people directly involved.
- Be thoughtful and respectful when communicating.
- Write down your thoughts so you can be confident and clear when communicating.
- Look forward to ways of working productively together.

Resolution should be attempted with the principal before approaching regional office to assist in resolving the matter



Taylor Haley

Principal