



## MAGDALENE CATHOLIC HIGH SCHOOL

*"Because I have seen the Lord"*

# Parent Contact Policy

## Rationale

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Parents are the first and most important educators of their children. At Magdalene Catholic High School we recognise that education is a partnership between home and school. It is vitally important that clear and effective lines of communication are consistently open between school and home.

Magdalene Catholic High School is a welcoming place, where visitors, and in particular parents, will be respected and treated with dignity and care. This is especially important when the parent is upset or concerned.

## Guidelines

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1. The student diary forms the "front-line" communication between school and home and is to be carried by all students to all lessons.
2. Both staff and parents are encouraged to communicate through written notes in the diary should either have any concerns, no matter how minor.
3. Staff are encouraged not to respond to parent emails about concerns. After consulting with a middle leader, a telephone call or interview is to be arranged, which is a more appropriate response.
4. The student diary is to be signed weekly by parents and the pastoral care teacher will maintain a record of the use of the diary.
5. All written contact with parents on school letterhead must be approved by the KLA Coordinator, Year Co-ordinator, Assistant Principal or Principal with a copy provided to the Year Co-ordinator for filing.
6. All significant verbal contact, either by phone or in person must be noted in IRIS.
7. Any notes in a student's diary, other written or verbal communications which are of significant concern must be discussed with the KLA Co-ordinator, Year Co-ordinator, Assistant Principal or Principal so as they may be correctly addressed.
8. Concerns raised by parents will be dealt with at the lowest appropriate level in the quickest timeframe possible. For example, a complaint about an assessment should be dealt with, in the first instance, by the classroom teacher.

## Basis of Discretion

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In specific cases, the Principal or Assistant Principal may intervene.

## Supporting Documents

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Magdalene Catholic High School student diary.

## Evaluation

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This policy will be reviewed in 2015.