

**26/02/09**

Keep in Touch

Last week many parents took the opportunity to meet the teachers and attend our first celebration assembly in the auditorium. Unfortunately we had to cancel the community picnic last Friday evening due to the cold weather and damp ground. However it was great to see a “full house” at the morning assembly. The children from Room 17 presented the school’s focus on values we all believe are important. While the *meet the teachers’ evenings* provided a chance for the teachers to share what they intend doing for the children throughout the year, it also reminded us all that the level of parent support and participation strongly influences the relationship between teacher, child and the home. The strength of the relationship established with the classroom teacher has a huge impact on your child’s attitude and expectation for learning at school. When children know their parents are supporting and participating in a positive way, they are more likely to feel confident and at ease with their teachers. Yes, parents are astute enough to know what makes a good school and what makes a good teacher for their child and the parents’ own contribution to their child’s school experiences is not underestimated by the teaching staff. Teachers at Elmwood appreciate the strength of the relationship they enjoy with parents. There are high expectations for high standards of learning, high standards of discipline and high standards of the values we promote. Our teachers work hard to achieve the expectations of the community and they rely on and value parent feedback to measure community satisfaction of what they do. Further, they expect that parents will approach them in the first instance when things go wrong or there are worries about their teaching.

Like any organisation, our school can expect that parents from time to time will have concerns they want to express, and may in fact want to escalate these in some instances. Complaint management is important in all schools. Often worries and concerns relate to misunderstandings, communication breakdowns and uncertainties relating to progress. Parents can be assured that staff strongly value and appreciate the support they receive from parents and they want to be sure that the partnership they establish is a positive, open and reassuring one. Our complaints policy and procedures can be found on the website and we ask that parents note the procedures to ensure that they are referring their issues to the correct person. In general terms classroom issues should in the first instance be addressed to your child’s teacher who will take the necessary action and report back. The principal and senior managers are available to address any school management matters. We want parents to know that we care and we value constructive feedback. It is the feedback from parents that keeps us well informed about community expectations and perceptions and we thank those who keep in touch.

Kevin Gooch  
Principal