



Broomfield School Te Kura Onepunga

Active – Innovative – Collaborative

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Communication Procedure

The information below is designed to help parents and caregivers understand what to do if they are concerned about some aspect of our school.

Staff and members of the Board of Trustees encourage open communication and prefer that you come to talk through a problem rather than discuss it in the community. It is our job to be fair and to listen to your concerns, this involves your support as well.

We hope these guidelines are of some use so you feel confident to approach us.

- Approach the staff member with your issue / concern when they are not teaching, about to teach or on duty.
 - Issues / concerns should not be discussed in front of children – either at school or home.
 - We ask that staff show respect for you and ask that you show respect for them.
 - The first person you should see regarding your issue / concern is the person closest to the problem.
 - There are two sides to every story.
 - If you have concerns regarding a child you must approach the school not the child or the child's parents / caregivers.
- Concerns will be treated in confidence, however in the interests of natural justice, the person about whom the concern is made, must have the opportunity to hear all details and about the concern and reply to it.

