# Marulan PS LogoHouseMARULAN PUBLIC SCHOOL

**Community Communication Procedures**

The following procedures are designed to promote harmonious community relationships and effective resolution of issues. They are based on the NSW Department of Education’s Code of Conduct and Complaints Handling Policy, and seek to provide clarity to all within the school community.

In the first instance, parents are urged to regularly seek information from the established channels of communication:

* + The Marulan Public School website/Parent Hub
  + The School Newsletter
  + Marulan Public School Facebook group
  + Class Dojo
  + Parent/Teacher meetings

Should Parents have further queries or concerns about their child or the school, the Community Communication Procedures recommend that:

* They communicate with the classroom teacher in the first instance. This may be by phone, Class Dojo, email or in person.
* Any discussions with staff (beyond brief informal queries) should be via a scheduled meeting, with a clear meeting agenda.
* Meetings are requested via the school office with options / preferences for the parent, taking account of the timetabled teaching day constraints for staff members. All efforts will be made to schedule this meeting within 48 hours.
* Parents must direct all school-related matters to the relevant teacher or the principal and under no circumstances are they to approach a child or contact other parents directly about such issues. It is the school’s responsibility to investigate and address student welfare issues following Departmental guidelines
* Parents who breech this code of conduct will be sent a reminder of the Community Communication Procedures, with repeat offences potentially triggering either the Complaints Handling or Inclosed Lands Act Policies.
* Parents and staff are requested to follow the school’s Code of Conduct to communicate in a professional and respectful way. Cyber-bullying (e.g. vexatious emails or Facebook posts), physical intimidation (e.g. standing over someone, using body language in a threatening way, banging fists on a table), verbal abuse (e.g. yelling, swearing, threats, defamatory comments) and physical assault are not acceptable. Such conduct may result in the meeting being postponed and / or the Complaints Handling or Inclosed Lands Act Policies being invoked.

**Resolving Informal Concerns, Grievances or Complaints**

The following four steps outline the processes to resolve a concern, grievance or informal complaint. At each meeting, minutes will be recorded by an independent party and agreed actions that are determined will be signed at the end of the meeting by all attendees. It is recommended that resolutions at each level are determined within 3-5 days.

**Step 1. Meeting with The Class Teacher**

* Make an appointment to see the Class Teacher and inform them of your agenda. It is recommended that this meeting be conducted within 48 hours of the reported concern.

**Step 2. Meeting with the Class Teacher and Principal**

* If the matter remains unresolved after discussions the principal may be asked to be involved

**Step 3. Meeting with the Principal and P&C Representative**

* If the matter remains unresolved, a meeting with the principal and P&C executive member may be arranged to support a positive school resolution.
* The representative from the P&C should be mutually agreed by both parties, and not involved directly in the incident for discussion.
* They should also be available to attend this meeting and not unreasonably delay proceedings.

**Step 4. Refer the matter to the Director, NSW Public Schools**

**Resolving Formal Complaints**

Please note that procedures for managing formal complaints are based on the NSW Department of Education’s Complaints Handling Policy and Guidelines. A copy of the policy and guidelines can be downloaded from this link:

<https://www.det.nsw.edu.au/policies/staff/ethical_behav/conduct/PD20040020.shtml>

The recommended timeframe for each step is outlined below:

|  |  |
| --- | --- |
| Acknowledge complaint | Within 10 working days of receipt |
| Notify respondent of complaint | Within 10 working days of receipt |
| Obtain written response from respondent | Within 10 working days of receipt |
| Achieve resolution if possible | Within 10 working days of receipt |
| Delegate’s decision if not resolved | Within 5 working days of breakdown in negotiation |

***Inclosed Lands Act Policy***

This policy is based upon the **policy guidelines** as set by the NSW Department of Education.

1. **AIM**

To ensure that Marulan Public School is a safe and respectful environment for all students, teachers, parents and community stake holders. To follow recommended NSW DEC policy that gives principals the authority to use the provisions of the Inclosed Lands Protection Act, 1901 to deal with people who enter, or remain, on school sites without authority (Memorandum DN/12/00119).

This policy will be used to prevent people from damaging school property, harming or defaming members of the school community or disregarding school policies. It may be used with members of the school community who have not followed the ***Marulan Public School Community Communication Procedures*** i.e. who have verbally, emotionally or physically threatened, intimidated, harassed or assaulted students, parents or teachers at Marulan Public School.

1. **IMPLEMENTATION**

Principals are able to use the provisions of the Inclosed Lands Protection Act, 1901 to deal with people who enter, or remain, on school sites without authority.  
Where the behaviour of a person is so serious that a principal is considering banning the person from entering the school, the matter will be reported to local police, the School Safety and Response Hotline and NSW DEC Legal Services Directorate.  
  
The Principal will follow new arrangements that have been reached with the NSW Police Force about the serving of Inclosed Lands Act directives (banning notices). These arrangements are summarised in more detail in Legal Issue Bulletin Number 31 Unauthorised Entry on Departmental Premises.  
  
If an Inclosed Lands Act directive is being issued for non-violence related issues, for instance when someone is continually disruptive, the directive should be served by the principal unless there are genuine safety concerns. If there are such concerns, the police should be contacted.  If the incident leading to a principal deciding to issue a directive involves violence or threatened violence, the principal should report the incident to the police and request that police serve the Inclosed Lands Act directive.  
  
The NSW Police Force will enter details of the incident in the police data base and will serve the Inclosed Lands Act directive on the person. Police will explain to the person the purpose of the directive and the potential ramifications if they fail to comply with it. The police data base will then be updated to note that the Inclosed Lands Act directive has been served and that the person who is the subject of the directive is aware of the conditions.  
  
If an Inclosed Lands Act directive is issued by a principal without the assistance of police a copy will be sent to the local police so that it can be entered into the police data base.

1. **OUTCOME**

All members of the school community will be made aware of the Inclosed Lands Act policy and the responsibilities of the Principal to keep the environment at Marulan Public School safe and respectful for all stakeholders during and outside school hours.

Marianne Powles

Principal

To be reviewed February 2018