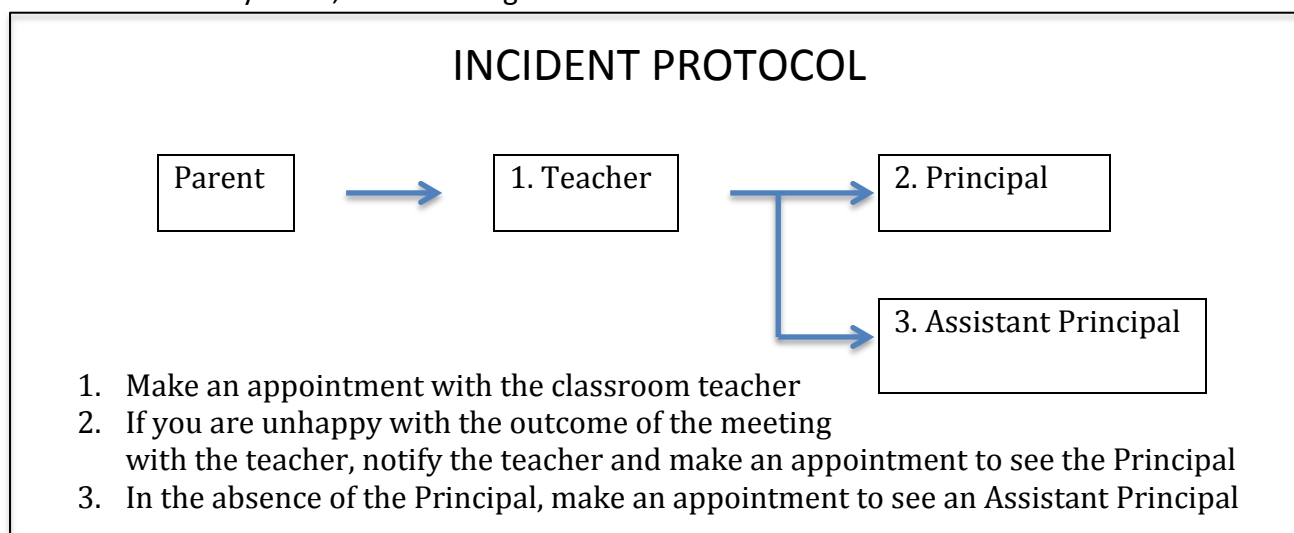




Dealing with Class/Playground incidents involving Your Child and the Class Teacher or Other Students

We encourage, at all times, that the first action for your child when an incident takes place at school is that your child speaks to his/her teacher to report the incident or seek clarification of any misunderstandings.

In the event that an incident takes place and has not been reported to the teacher or resolved by them, the following Incident Protocol should be followed.



When your child informs you of an incident, I would recommend you consider the following:

- Listen carefully to what your child is telling you. Ask questions for clarification purposes
- Try very hard to remain calm and objective. Do not make negative comments about the other party
- Determine whether this adverse situation can become a learning experience for your child. Can they work out this situation for themselves?
- If necessary, explain to your child that you will make an appointment to speak to the teacher so that you can obtain their point of view on the incident. This appointment can be made through the office or via a sealed note to the teacher
- Do not call other parents to see what their child knows about the incident as this can cause a great deal of confusion and compromises confidentiality
- Avoid approaching a teacher first thing in the morning, expecting to be seen straight away
- We are here to help, so approach the teacher in a constructive manner
- Most situations are better dealt with after some “cooling off” time
- Be prepared to listen to the teacher. Be open to discuss what is probably a two sided story
- If you are not satisfied with the outcome of the meeting with the teacher, let the teacher know that you are taking the matter to the Principal or Leadership Team
- Always respect the dignity of all parties involved
- **DO NOT DISCUSS THE MATTER IN THE GENERAL SCHOOL COMMUNITY**
- All matters concerning all individuals are confidential and should remain so in all circumstances
- Teacher assistants must only be consulted with the presence and recommendation of the teacher
- **At all times remember that you are *in partnership* with the school and decisions are made with the best intentions and interest of your child**