Topic	**Parent Communication with the School**
DES Standard	**Complaints Management**
Originally Released	**2015**
Date for Review	**2021**

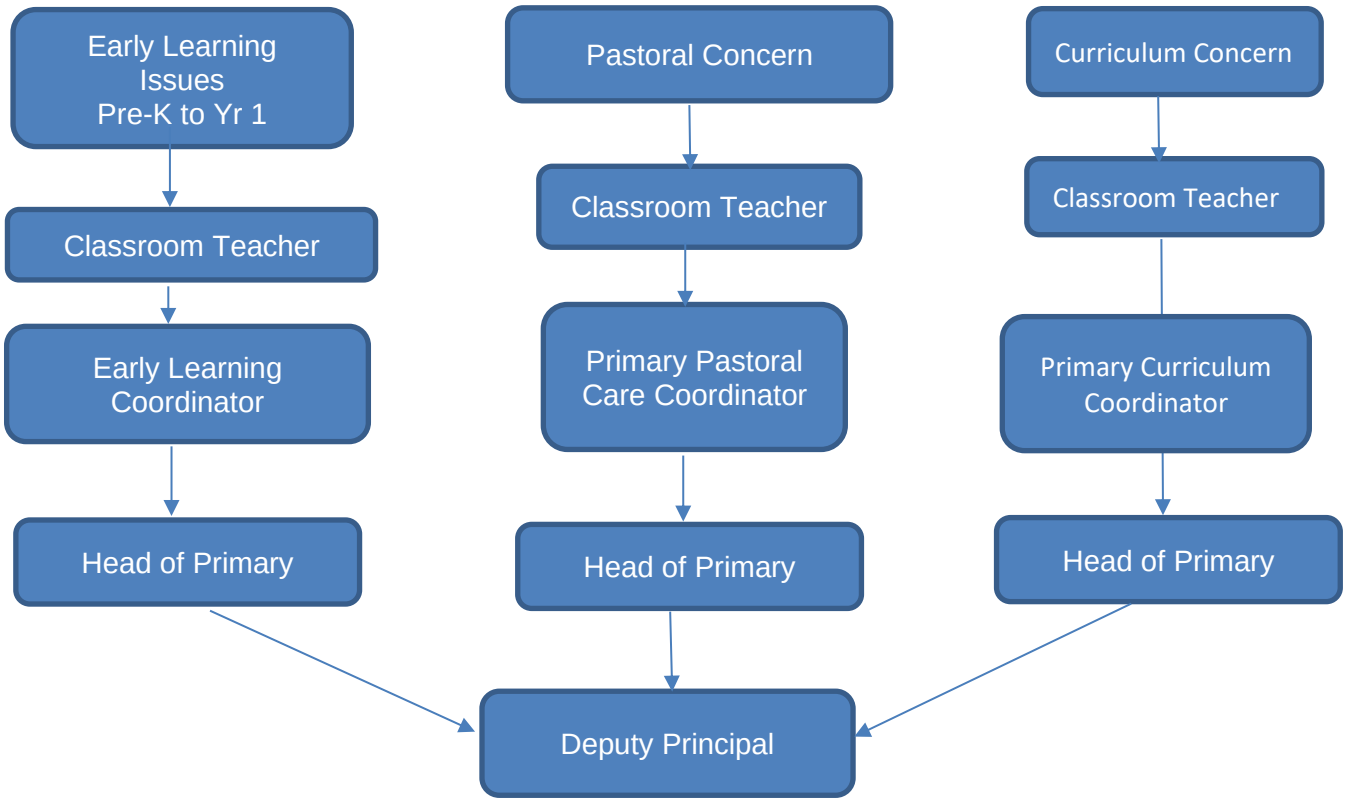
Procedure for Parent Communication With the School

Court Grammar School continues to grow in student numbers and continues to expand the range of learning programs and school years studying on campus. In order to ensure smooth communication between parents and the School, the following procedures should be followed.

Communication with the Primary School (Pre-Kindergarten to Year 6)

Parents should discuss problems or concerns of any kind with their child's class teacher. Teachers can be contacted by phone or via SEQTA Direqt message or see saw and appointments can be made if required. Following this, if you or the classroom teacher remains concerned, you or the teacher may refer:

Pastoral care issues:	Primary Pastoral Care Coordinator, Mr Robert Taylor
Curriculum issues:	Primary Curriculum Coordinator, Ms Hayley Schutz
Early Learning issues	ELC Coordinator, Mrs Elizabeth Vos
All other issues:	Head of Primary, Mr Stuart Learmonth



Communication with the Secondary School (Yr 7 – 12)

Pastoral
When parents have a concern about their child's behaviour, welfare, general progress or social development they should contact the child's Pastoral Care Advisor (PCA).

The PCA's are as follows:

Year	1	2	3
7	Mr Dion Anthony/ Mr Rob Furzer	Ms Simone Tolhurst	Mr Darren Snashall
8	Ms Rebecca Bell	Ms Naomi Dreher	Mr Tristan Campbell
9	Mr Mark Couzens	Mrs Skye Riseley	Mrs Jocelyn Pugliese
10	Ms Gabby O'Sullivan	Mr Aaron Hancock	Ms Tahnee West
11	Mrs Mary Ann Koshy	Mrs Karen Johnson	
12	Mr Alex Kelly	Mr Anton Ferreira	

If you or the PCA remains concerned, you or the PCA may refer to the Year Coordinators:

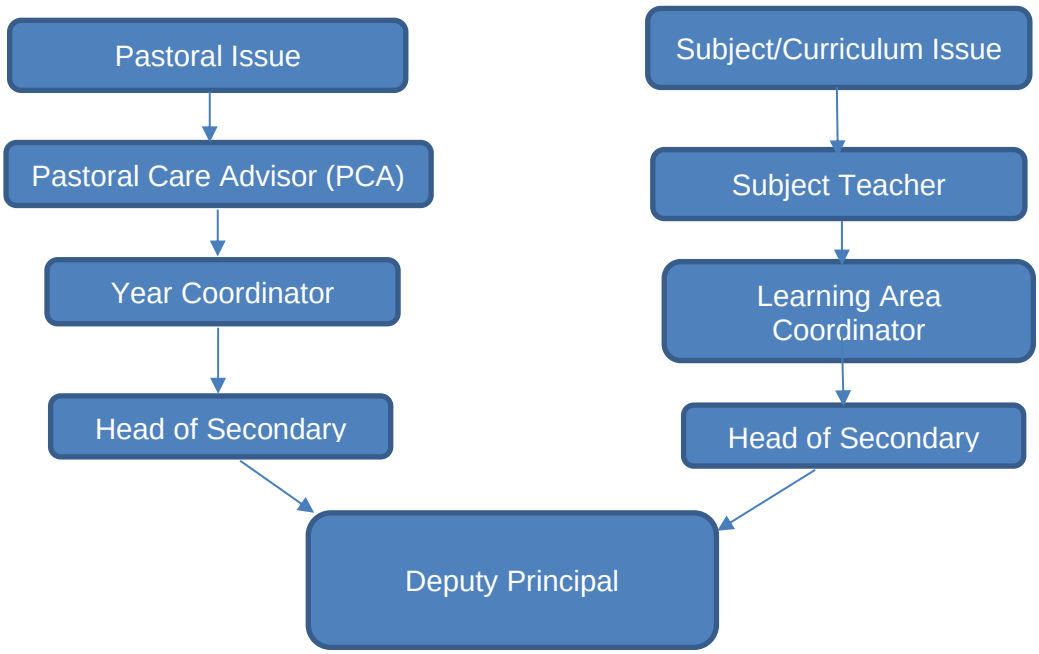
Year 7: Mrs Claire Blyth
Year 8: Mr Robert Andersson
Year 9/10: Mr Ben Freel
Year 11/12 Mrs Kathryn Tupicoff

Curriculum
When parents have a concern about their child's performance in a specific academic subject, an appointment should be arranged with the relevant teacher. Please note that a teacher may choose to involve the Learning Area Coordinator /Head of Secondary if they feel that specialist involvement may assist in providing the best outcome for your child.

Learning Areas

English	Mrs Candice Brown
Humanities and Social Sciences	Mr Aaron Hancock
Mathematics	Mrs Kathryn Tupicoff
Physical Education	Mr James Bristow
Science	Mr Robert Andersson
The Arts and Technology	Mrs Skye Riseley
Music	Mrs Kimberley Barlow
VET	Mr Brad Krokosz

Head of Secondary- Mr Brad Krokosz



All Absences	Student Services, Mrs Felicity Inglis-Hodge
All queries on Finance, Fees and/or Accounts	Business Manager, Mrs Erica Captain

Related Documents
Complaints and Disputes Policy

Review History

Year of Review	Review/Amendments	Approved By
2020	Updated staff and structure	Principal
2019	Updated staff and structure	Principal
2018	Updated staff and structure	Principal
2017	Updated staff and structure	Principal
2016	Updated staff and structure	Principal

Next Review

Year	Reviewer
2021	Principal