

Narangba Valley State High School Parent Communications Protocols



How to:

1. **Find out information**
2. **Clarify something you are not sure about**
3. **Give us feedback**
4. **Express a concern**

Our school is committed to providing the best service for our community and having clear and open communication is very important. This document provides you with information on how to communicate with us.

We have very high expectations of our staff and students, with these being documented in our policies and procedures. For example, our Student Code of Conduct outlines our expectations of students and how we guide young people to positive behaviour. This code also outlines our expectations of parents and carers and how they support and interact with the school.

1. How to find out information from the school

- Our website (www.narangbavalleyshs.eq.edu.au) provides much information about our school including our policies and procedures
- Facebook (search for Narangba Valley SHS)
- Instagram (ValleyHi)
- Newsletters that are emailed via our eFlash system each fortnight
- Information sheets that are sent home with students
- Students access to Sharepoint and MS Teams
- Teacher emails – ask your student for their teachers' email addresses
- Our front office (3385 4555) or office@narangbavalleyshs.eq.edu.au
- The Parents and Citizens' Association: PandC@narangbavalleyshs.eq.edu.au

2. How to clarify information – if you want to find out more about something, or tell us something about your child

- We ask that you source our Policies and Procedures and information sheets first.
- Refer to the **contact** as detailed below:

Query	Contact
A specific classroom issue	Your child's teacher – phone Front Office or email (students have their teachers' email addresses)
An issue relating to curriculum delivery in a particular subject	Head of Department for the subject - phone Front Office
Absences	absences@narangbavalleyshs.eq.edu.au Phone 3385 4581, 3385 4523 or 33854555 (Option 1)
Finance matters	Finance Office (finance@narangbavalleyshs.eq.edu.au)
General well-being of your child	Student Hub (studentsupporthub@narangbavalleyshs.eq.edu.au)
I need to advise the school of a matter of significance about my child	House Deputy Principal – phone Front Office
IT Issues	ictsupport@narangbavalleyshs.eq.edu.au
Subject change information	House Deputy Principal – phone Front Office
Students with Disability	Head of Special Education Services (hoses@narangbavalleyshs.eq.edu.au)
Sports information	Sports Coordinator – phone Front Office
Unsure of who to ask	Phone Front office or email office@narangbavalleyshs.eq.edu.au

3. How to give us feedback!

We love to hear the great stories or ways that we can improve our service. For great stories about student achievements, email us on goodnews@narangbavalleyshs.eq.edu.au or phone the Front Office.

If you would like to give us other feedback, please email the Front Office: (office@narangbavalleyshs.eq.edu.au) or ring 33854555

4. How do you express your concerns about something?

From time to time, there may be a situation where dissatisfaction regarding the implementation of school policies or procedures may occur. Our school is committed to responding appropriately, effectively and timely should a complaint be received. Our school aims to respond within 2 business days.

First and foremost, open and respectful communication between home and school is the starting point.

What are my responsibilities when lodging a customer complaint?

You have a right to make a complaint to the department; however, you have responsibilities as a complainant to:

- be respectful and understand that unreasonable conduct will not be tolerated by school, regional or departmental staff
- clearly outline what the problem is, what you are unhappy about and your desired outcome
- provide all relevant information when making a customer complaint and inform the department of any changes impacting on your complaint
- understand that if the complaint is complex, it can take time to assess, manage and resolve.

Process for expressing concerns

- Gather the information at your disposal
- Check the school's policies and procedures
- Contact the relevant person at the school best able to manage your enquiry (see below)

Who should I contact at the school?

Reason	Contact
All complaints relating to the curriculum delivery in a subject area	Head of Department for the subject - phone Front Office
General well-being	Student Hub studentsupporthub@narangbavalleyshs.eq.edu.au
Bullying and Harassment	bullyingnoway@narangbavalleyshs.eq.edu.au
A significant issue about my child	House Deputy Principal - phone Front Office
I have raised the matter through the correct channels, but it has not yet been dealt with to my satisfaction	email the Executive Principal - (principal@narangbavalleyshs.eq.edu.au). *Please note that in our very large school, the Deputy Principals often act on behalf of the Executive Principal.

Should I contact Regional Office to complain?

- You should only contact Regional Office if you are dissatisfied with the school's response, or you are unsure of how to proceed.

For further information on the Department of Education's policies on Complaint management, please refer to: [Customer complaints management framework](#), [policy](#) and [procedure](#) and the [Internal review procedure](#) online.