



Michael Oak Waldorf School

COMMUNICATION GUIDELINES 2019

Michael Oak relies on parent participation at all levels of the school's functioning.

These guidelines are designed to facilitate effective communication at Michael Oak and to help point parents in the right direction – so you know who to talk to and how best to raise your concerns, make suggestions or simply ask a question.

For guidance on how to register a formal complaint or grievance, please see Procedure for Parents Bringing a Concern on our website: <http://www.michaeloak.org.za/policies>

1. If you have a concern about:

- **Your child or class teacher**, follow the Procedure for Parents Brining a concern.
- **Financial matters**, speak to the School Administrator.
- **The sports programme**, talk to the Sports Coordinator.
- **Extra-murals not organized by the school**, please speak to the individual teachers and coaches. The school secretary has their contact numbers.
- **New admissions**, speak to the Enrolment Secretary.
- **Food, Aftercare or Tuck-shop**, speak to the Food Group via the School Secretary.
- **Markets**, speak to the School Secretary.
- **The Fair**, speak to the Marketing Secretary, or the Class 6 teacher.
- **The school building, grounds and facilities** record your comments in the Maintenance Book (to be found lizard crack at reception).

2. Contributions to *The Leaflet* can be emailed to the editor or to the School Secretary.

3. General queries about teaching and learning should be addressed to the Kindergarten, Primary School or High School faculties. Submissions should reach the office by 8am on Monday morning to be included on the agenda of the weekly Faculty meetings on Tuesday.

4. Class meetings provide the ideal platform for sharing information within the class community. The Links will work together with the Class Teachers to draw up the agenda for class meetings, and parents are encouraged to suggest topics for the agenda a week before the class meeting, so that there is time for the Teacher to decide what goes on the agenda and what is better addressed privately.

5. Broader school issues, topics and suggestions, should be raised through the Links or the High School Forum. These are not decision making forums.



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- The Links Meeting provides a forum where new ideas are developed and discussed, and where implementation and progress are monitored. Any parent is welcome to attend. Speak to your class Link for more information.
 - The Communications Links should also report back after each meeting, and make sure parents are kept up-to-date with recent developments by distributing a copy of the minutes together with a covering letter that highlights topics of interest.
 - The High School Forum is open to all high school parents to discuss topics relevant to the high school.
6. **If at any point you feel that your concern is not being addressed**, and you have already addressed it with the faculty chair, then please contact the College of Teachers. Submissions should reach the school secretary by 8am on Wednesday morning to be included on the agenda of the weekly College meetings on Thursday
7. **Under NO circumstances may grievances or concerns be emailed through general mailing lists.** Correspondence, including emails, should only be addressed to the following people who are there to help address your concerns:
- the College of Teachers,
 - the Faculty chairs,
 - the School Administrator.
8. **WhatsApp Groups.** Michael Oak Waldorf School understands that WhatsApp and WhatsApp Broadcast groups are an extremely useful form of communication for classes and provide a simple and effective platform for arranging out of school activities. We believe it is important to clarify however, that this and similar social media platforms are not official forms of school communication. For clarity, Leaflet, email, school text messages and phone calls are considered official forms of communication. In addition the School insists that teachers may not be part of a Class WhatsApp group.

We believe it is important to note some general principles regarding social media communication platforms:

- As with all communication that happens within the school community, WhatsApp and social media communication should at all times be respectful and considerate of others included, **and not included**, on the group.
- We understand that this form of communication impacts the data costs of all receiving the posts and general broadcasts should be limited and not include 'data heavy' posts.
- All posts should be factual in nature and free of personal and/or emotional opinion.

For clarity, pedagogical concerns may not be discussed on general Class WhatsApp and similar platforms.

Please be mindful of what is said on these groups as they may be inadvertently read by your child at any time should your phone be left unattended.



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9. General communications should be routed through the school secretary for distribution to the whole school community via email.

2019 Contact list			
School Administrator	Pam Schneider	pschneider@michaeloak.org.za	021 797 9728
School secretary (& reception)	Faiza Abdurahman	reception@michaeloak.org.za	021 797 9728
School secretary (& events/marketing/PRO)	Claire Walter	cwalter@michaeloak.org.za	021 797 9728
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