



Communication Guideline

White River Primary School

recognise the fact that communication is important.

For this reason we appointed Ms. A Swart to the communications position.

We have decided to publish this handy guide for our parents to improve the communications even further.

The small but handy guide will enable parents to follow the correct channels and reach the right person when enquiring about any situation within the school setup.

This will save time and lower the levels of frustration - both on the school's and parents' side.

Please contact Mrs. Swart if any further information is required with regards to the booklet.

Contact details:

kommunikasie@laerskoolwitrivier.co.za or (013) 751 2231.

Questions frequently asked by parents:

I want to make an APPOINTMENT with a TEACHER or COMMUNICATE with a teacher.	<ol style="list-style-type: none"> 1. Contact the school's reception office. 2. Contact the teacher personally. 3. For communication purposes only: use the e-mail system.
I am worried about my child's ACADEMIC PROGRESS in general.	<ol style="list-style-type: none"> 1. First contact the relevant register teacher. 2. If you are not happy with the teacher's feedback, contact the Grade head. 3. If still not happy with the feedback, contact the Vice-principal (Academics).
I am worried about my child's ACADEMIC PROGRESS in a specific subject.	<ol style="list-style-type: none"> 1. First contact the Subject teacher. 2. Contact the Subject head if you still have questions. 3. Lastly contact the Vice-principal (Academics).
I have some GENERAL QUESTIONS .	<ol style="list-style-type: none"> 1. In case of questions not answered in this guide, please contact the school office. 2. General information is also available on the school's website and School Communicator.
I have a question regarding a POLICY of the school.	<ol style="list-style-type: none"> 1. We aim to submit the most important policy documents on the School Communicator under "Resources". 2. Some policies are available on the school's website. 3. If you still have questions, please contact the school office.
I have a question about the PAYMENT OF SCHOOL FUNDS .	<ol style="list-style-type: none"> 1. Contact the school's cashier. 2. The debit controller can also be contacted.
I am worried about my child being BULLIED .	<ol style="list-style-type: none"> 1. First of all contact the register teacher. 2. If you are not happy with the teacher's feedback, contact the Grade head. 3. If still not happy with the feedback, contact the Vice-principal. 4. Lastly contact the Headmaster if the case has not been solved.
I feel I can make a positive CONTRIBUTION towards the school.	<ol style="list-style-type: none"> 1. The communication officer can refer you to the right person. 2. The Vice-principals / Headmaster can also be contacted.
I have a query regarding DISCIPLINE .	<ol style="list-style-type: none"> 1. If the discipline problem lies within a specific class, contact the teacher. 2. For any other queries/should the answer not satisfy you, contact any of the Vice-principals.
I want to join the FATHER'S GROUND committee.	<ol style="list-style-type: none"> 1. Contact the chairperson of the Father's Ground.

I experience FINANCIAL DIFFICULTIES and cannot afford the school fees.	<ol style="list-style-type: none"> 1. It is of utmost importance to contact the debit controller immediately. 2. The Vice-principals / Headmaster can also be contacted.
I want to find out about HOMEWORK OR PROJECTS.	<ol style="list-style-type: none"> 1. First contact the relevant subject teacher. 2. If you are not happy with the teacher's feedback, contact the Subject head. 3. If still not happy with the feedback, contact the Vice-principal (Academics).
I have a question about the school UNIFORM and THRIFT SHOP.	<ol style="list-style-type: none"> 1. Information regarding our school uniform and thrift shop is available on the School Communicator and our website. 2. If you are still unsure, please contact the person in charge of school uniforms.
I have a question about COMMUNICATION.	<ol style="list-style-type: none"> 1. Contact the communication officer.
I want to COMPLIMENT the school.	<ol style="list-style-type: none"> 1. Send your message to the school via Facebook. We will share this on our timeline for all to see. It is always nice to receive compliments about the school and its teachers. 2. Contact our communication officer.
Questions related to the HOSTEL.	<ol style="list-style-type: none"> 1. Contact the hostel father.
Questions on CULTURAL activities.	<ol style="list-style-type: none"> 1. Times and relevant information are placed on the School Communicator. 2. If the information is not available, contact the relevant teacher. 3. Contact the head of culture if your query is not dealt with satisfactorily
SOCIAL and WELFARE inquiries.	<ol style="list-style-type: none"> 1. Our social worker is always available to contact. 2. The vice-principals / headmaster would also be willing to assist.
I feel that my child has been treated in an UNFAIR AND DISRESPECTFUL way or I have a problem with a teacher.	<ol style="list-style-type: none"> 1. Please contact the teacher involved first! A story always has two sides. 2. Contact any of the Vice-principals if the problem is not solved.
I want information on PROJECTS run by the school.	<ol style="list-style-type: none"> 1. All projects run by the school are available on the School Communicator and on Facebook as well as the schools' Newsletter. 2. If it is not available, please contact the school office.

Questions related to SPORT ACTIVITIES.	<ol style="list-style-type: none"> 1. Information and times regarding sport activities can be seen on School Communicator. 2. If the information is not available, contact the relevant coach. 3. Contact the Sport head if you still need more clarity. 4. Contact the Vice-principal (Sport) if all else fails.
Queries / proposals concerning the school GROUPS.	<ol style="list-style-type: none"> 1. Contact the vice-principal responsible for the school grounds. 2. The school's estate/ground manager can also be contacted.
Information on teachers' BIRTHDAYS.	<ol style="list-style-type: none"> 1. Birthdays can be seen on our "Weekly program" added to Facebook. 2. There is a list of birthdays available under "Resources" on the School Communicator.

General questions

When do I contact the Headmaster?

The headmaster manages the whole school and that keeps him busy full time. We do, however, know that he has an open door policy for all parents, learners and teachers. We want to ask of you to first try and solve the problem in the many ways we suggested and then approach the headmaster as a last resort.

When do I contact the Governing Body?

The members of the School Governing Body (SGB) have been chosen by the parents of the school to represent them on a voluntary basis. Their main aim is to support the Headmaster as well as the teachers in managing the school. You may contact members of the SGB if all the right channels have been followed and you are still unhappy about a case. The member of the SGB together with the chairperson of the SGB will then make a decision on how to solve the issue.

Which is the best communication channel?

The easiest way we suggest is via e-mail. Included is a list of e-mail addresses of all the register teachers as well as grade, sport, culture and subject heads. The management team members are also included. You may still contact the school office if you find it an easier way of communication.

How long do I have to wait for a reply on a question?

This all depends on the nature of the question. Teachers are encouraged to check their e-mails regularly and to reply promptly on questions. Please contact reception if you have been waiting long for a reply and ask the secretary to remind the teacher about the sent e-mail.