

Good practice guide for staff-student and staff-parent communication (secondary year groups)

The role of parents at Lycée Français Charles de Gaulle has always been crucial to the high quality of education we provide, and is valued by the staff. The high standards parents hold is mirrored and upheld by the teaching staff, contributing significantly to the excellent education we provide. And yet differences of opinion are bound to arise. The aim of this guide is to avoid and deescalate these differences as much as possible.

1. For students

- If a student takes issue with their teacher, they should first request to meet with the teacher themselves.
- If the problem is not resolved, the student should then contact student representatives, who in turn request a meeting with the teacher (preferably face to face).
- If the dispute is unresolved then the student, or their representative, can then address their tutor (*professeur principal*).

2. For parents

- If the student is too young or does not wish to speak directly to their teacher, or if the nature of the problem is sensitive, parents should first directly contact the teacher with whom the issue arose.
- If this meeting is not satisfactory, or if the teacher does not respond within a reasonable time frame, the family can then contact the tutor – *professeur principal* – (and / or the CPE of the year group) in their child's class. The parents' representatives can potentially act as mediators.
- Once these steps have been exhausted, families can escalate to a member of the management team if they wish to pursue the matter further.

3. For school staff

- If a student requests to see a teacher, he or she must show good will by agreeing to hear the student's complaints. Likewise, in the first instance, they should endeavour to respond to the requests of families.
- In the event that the tutor (*professeur principal*) is called upon, they will ensure that the student or the student's representatives have first taken the step of approaching their teacher. If the above steps have not been followed, tutor (*professeur principal*) will oppose the request for mediation presented by the students. They will do the same to with parental requests.

4. For administrative and leadership staff

- They will ensure that solicitations from students or families about a dispute with a teacher have been the subject of an initial exchange with the teacher.
- If families have not followed the recommendations in this guide to good practice, they will be directed pointed to this document towards them by members of the management team and follow the above steps.

5. For all

- Exchanges must be courteous in communication within the school community.

Document drawn up, in consultation, by the representatives of the students, families, staff and administration in spring 2021 and presented, for information, to the School Council on June 25, 2021.