



Talking with your school

Do you want to speak with someone at John Tonkin College about a particular enquiry or concern?

As a parent or carer you play a vital role in your child's learning. Building a positive relationship between home and school plays an important part in the education of your child. Effective communication is the key to the success of this relationship.

Schools are committed to responding promptly and helpfully to your enquiries, concerns, suggestions and compliments. We can also provide information about support services for children with disability, special programs, and our policies and procedures.

Where do you start?

Before contacting your school with an enquiry or concern you may want to:

- write down your enquiry/concern
- make a list of all relevant information specific to your enquiry/concern
- take a support person with you if you feel nervous about talking about your enquiry/concern.

The next step is to make an appointment with the most appropriate person or discuss your concern over the phone. Making an appointment is essential – we are not always available to meet with people at a moment's notice!

Alternatively, you can write to the school. Enquiries/concerns received in writing are responded to in writing. You can send an email to admin@johntonkincollege.wa.edu.au.

1. Discuss your enquiry or concern with the class teacher if it is about your child's:

- academic progress
- general behaviour
- homework
- assessment
- attendance

In your discussion with the teacher:

- give all relevant information
- discuss all possible outcomes for addressing your enquiry/concern
- settle on an option that can be achieved with input from you, the teacher and your child.



2. Discuss your enquiry or concern with the Head of Department if:

- you were not able to achieve a satisfactory arrangement regarding your enquiry/concern with the class teacher

3. Discuss your enquiry or concern with the Year Coordinator / Student Services Manager if:

- You have concerns about your child's social /emotional wellbeing
- You are concerned about ongoing low-level conflict or bullying
- Your enquiry/concern is about another aspect of school life that is impacting on your child's education.

4. Discuss your enquiry or concern with the Associate Principal if:

- you have been through other steps and a satisfactory resolution has not occurred
- your enquiry/concern is about the conduct of a teacher or
- another member of the school staff
- you need to report a serious incident

5. Discuss your enquiry or concern with the Principal if:

- you have been through other steps and a satisfactory resolution has not occurred
- you are unable to reach the Associate Principal and the matter is urgent

The Associate Principals / Principal will need time to discuss your enquiry/concern with all relevant parties but you can contact the school for progress updates. Your enquiry/concern will be managed according to established school policy and procedures.

Anonymous enquiries/concerns are only acted on if enough information is provided for the principal to follow-up.

6. You may contact the regional education office if:

- your enquiry/concern has not been resolved by the principal
 - there is a reason for not raising your enquiry/concern with the school directly.
- education office.

How do you give feedback / ideas?

There are times when you don't want to make an informal or formal complaint, but you do want to pass on your thoughts. You have many opportunities to do this:

- Have a chat with us at a Parent Night
- Call the school
- Send an email to admin@johnntonkincollege.wa.edu.au
- Respond to surveys or requests through newsletters etc
- Come along to the P&C Meetings

What happens with your feedback?

The college executive leadership team regularly meets and discusses any feedback received. Where action is required, action is taken. Where suggestions are considered appropriate and achievable, they are actioned. Where there are ongoing concerns about a particular area and review of policy and procedures are required, this is taken to the college board for discussion and approval where necessary. The college board is kept informed of incidental parent feedback as well as reviewing all survey data.

Who to contact -

John Tonkin College 2018 Contact List:

Position	Staff Member
Year 7 Coordinator	Wayne Bell
Year 8 Coordinator	Hayley Hill
Year 9 Coordinator	Che Heeley
Year 10 Coordinator	Conor Gregory
Year 11 Senior School Coordinator	Tanya Eastwell
Year 12 Senior School Coordinator	Callie Djukic
Tindale Student Services Coordinator	Che Heeley
MET Student Services Coordinator	Jane Derrell
PACE Coordinator	Lisa Edwards
Head of English	Ben Werndly
Head of HASS	Chantal Gurney-Pringle
Head of Mathematics	Gisela Crook
Head of Science	Nick Rust
Head of Health and Human Movement	Ben Duke
Head of Arts and Technologies	Ross De Hoog
Learning Support Coordinator	Rebekah Bessant
Follow the Dream Coordinator	Andrea Tacko
Tindale Associate Principal	Jan Stone
MET Associate Principal	Donna Heath
Principal	Kim Savins

Tindale Campus – 9535 0100

MET Campus – 9583 7373

admin@johntonkincollege.wa.edu.au