



At Undercliffe Public School we want to communicate with you in the most effective way possible. Some channels of communication are more effective than others.

Frequently asked Questions;

My child had an altercation with another student in the playground, can I talk to that student in the playground?	Please do not address concerns with other children, see your child’s teacher to address them. Other parents can be intimidating to children. I’m confident that you would not want another parent talking to your child?
I have a concern with third party providers who do I tell?	We have many third party providers at UPS, in the first instance please contact them. If you have no resolution, contact the Principal.
My child had a really bad night’s sleep or My child may be getting sick, or our pet passed away and they are upset, how do I communicate these to the teacher?	A simple note given to the teacher by your child or simply tell your child to tell their teacher.
My child came home with a reflection letter, but said that they did nothing wrong? Who can I talk to?	See the class teacher. Often there are many sides to a story. We give children an opportunity to respond to incidents. Sometimes children feel justified around their actions and do not see them as wrong.
Something happened at school today and I am feeling upset. It is late and I want to send an email, should I wait until the morning?	When you are in a heightened emotional state and send off an email, it can often come across as worse than intended. If a teacher reads it late at night it can affect their wellbeing, and may end up worrying unnecessarily. It is much better to hold off on that email. Please write down your thoughts and arrange to meet face to face with the teacher or the Principal.
My child tells me that they are bullied at school, What do I do?	Often, children who are (or feel) bullied tell this to parents at home. There are times that the teacher has no idea that this is happening. Please see your child’s teacher or the Principal straight away, so that the bullying can be investigated.
I have an idea about fundraising, or I want to talk about a major school/community issue.	We have a very friendly and pro-active P and C. Come to a meeting and raise your ideas, volunteer your time and ask questions. The Principal /AP attends these meetings and is happy to answer your questions.
I am really upset about an issue and I feel really angry about what I have heard/what happened, what do I do?	If it is serious and you are very upset, please make an appointment to see the Principal. We would rather address your concerns as early as possible and will make time to meet with you.