



Pukerua Bay School

Our learning helps our community - our community helps us to learn

Kia ora koutou katoa

It is the role of the Board of Trustees of Pukerua Bay School to ensure that staff are working in an emotionally and physically safe environment. This is a timely reminder (given the state of our teaching profession across the country) that our staff do a fantastic and often thankless job in a profession that can be questioned, challenged and held under the microscope by many.

We fully endorse our school values of ***kindness, unity, responsibility and achievement***. These are values that we want to underpin our school culture and staff are committed to upholding and teaching these values to our children. We want to encourage the same values to carry over in to how we as parents interact with each other and particularly with staff.

We now live in a technological world where there are many opportunities and avenues for parents to make contact with staff, which can often be long after 5pm and during the weekend. It may be a text; a phone call; an email; through messenger; a facebook post or a house call. Sometimes these communications can be threatening, abusive and harassing, causing a great deal of concern for the recipient.

The following are some points that we would like parents to be mindful of and, give careful consideration to when interacting with staff - and particularly before you decide to make contact outside of work hours.

1. When you interact with staff, be **kind**. They are professionals in their field and do their best to be professional in their dealings with children and parents. They deserve the same in return. Being abusive is not necessary and does not foster kindness. Even when things don't go well, we should always think about how we can be and speak kindly to resolve issues.
2. We know that our children are our number one priority and when things go wrong we can be understandably upset. Please remember that staff are not the enemy. We all want the best for our children; we are on the same side and should be **united** in our efforts to raise and teach our kids. We won't always agree on matters, but we can still be united and kind.
3. We are all **responsible** for our actions. Wait and speak to the staff member concerned face to face if possible. Texts and messages can often be misconstrued and more often than not issues are better discussed in person.

We have advised staff to avoid reading and/or replying to messages after 5pm. They, like us all, need the time to switch off from work and enjoy time to unwind and relax. Responses to your messages can be expected the following business day but, as mentioned, try and speak to the staff member concerned in person.

4. Keeping these things in mind will help us all to **achieve** a culture within our school and community that we all want and will benefit from.

We are well aware that some issues need urgent attention and in those circumstances we have a clear complaints process which parents can follow. A link to our complaints policy and procedures is provided below.

<http://pukeruabay.schooldocs.co.nz/>

Username: pukeruabay

Password: pkb

Search: Complaints

Nga mihi nui
Pukerua Bay School

Board of Trustees