



Newsletter
1 April 2021

Dear Parents

This newsletter contains information on the following topics:

- **Easter Holiday Break and April School Holiday Dates**
- **School Photos - Wednesday 14 April**
- **Complaints Procedure**
- **Home Learning Policy Review**
- **4-Year-Old Still To Be Enrolled?**

Easter Holiday Break and April School Holiday Dates

A reminder that the Easter Holiday period starts tomorrow. State schools across New Zealand remain closed for Easter Monday (5 April) *and* Easter Tuesday (6 April). We re-open on Wednesday 7 April.

The April School Holidays are fast approaching. Friday 16 April is the last day of Term 1, while Term 2 starts on Monday 3 May. Please be aware that in Term 2, Ilam will be closed on Friday 4 June for a Teacher Only Day. This is the Friday of Queen's Birthday Weekend.

School Photos - Wednesday 14 April

On Wednesday 14 April all children will have an individual photo and a class photo taken. There will also be photos taken of the House Captains, School Council, Road Patrol and Cultural Leaders. If you have more than one child at the school and wish to have a sibling photo taken, please complete the following ['Sibling Photo Request Form'](#) by Tuesday 13 April. If you have any difficulties in filling in the form, or receive a paper copy of this notice, please don't hesitate to contact the office staff who will assist you.

Within a few days of the photos being taken, we will be sending home a sample photo of your child (this includes sibling photos if requested) with information on how to order photos.

Complaints Procedure

From time to time parents may disagree with an aspect of schooling at Ilam or may not be happy with the way we are going about our business. When this occurs we encourage open communication and prefer that parents come to us to talk through a problem rather than let the issue fester. Below are our recommended guidelines for parents when an issue occurs.

1. Discuss the issue with the right person.
 - If the matter is a general issue, discuss it with the person concerned or a member of the leadership team. (The leadership team is made up of the Principal, Deputy Principal - Belinda Kennedy, Assistant Principal - Kirsten Aaron, and the team leaders - Year 1 - Anna Wylie, Year 2 - Nicki Frisby, Year 3/4 - Andrea Dykstra Year 5/6 -Charlotte McMurtrie).
 - If you have a complaint about a staff member, contact the person involved and discuss the matter. We ask that parents make this direct approach as soon as possible. Be

- prepared to make a time to discuss your complaint if the staff member is unable to talk with you straight away. Be open to listening to the other side of the story to avoid communication breakdowns.
2. If you do not wish to approach the person concerned, contact a member of the school's leadership team or the Principal to resolve the matter. The Principal or leadership team member may communicate with the staff member concerned.
 - If you have a complaint about one of our students, contact the student's class teacher or the Principal to discuss the matter.
 - If the matter concerns the Principal and you have not first resolved it by discussion, or you feel uncomfortable directly approaching the Principal, contact the Chairperson of the Board of Trustees - Kate Mitchell, ilamboardchair@ilam.school.nz.
 - If the matter concerns a Board member, contact the chairperson of the Board of Trustees, or Board member if it concerns the Board chair.
 3. If you complain to a Board member, you will be encouraged to resolve the issue with the guidelines above, and the Board member will inform the Principal and Board chair.
 4. Work towards a resolution.
 - In most cases, a constructive discussion will resolve the issue.
 - If you are unhappy with the outcome of your initial meeting, contact the Principal, a member of the management team, or the Board Chair to discuss further resolution. They will consider and respond to the complaint as appropriate.

Home Learning Policy Review

Our Home Learning policy is up for review. The Board would welcome your feedback on this. Follow the steps below:

1. Visit the website <http://ilam.schooldocs.co.nz>
2. Enter our username (ilam) and password (ilamschool).
3. Click on the 'Current Review' tab on the menu bar.
4. Click on the policy name and read the policy.
5. Click the Policy Review button at the right hand top corner of the page.
6. Select the reviewer type "Parent".
7. Enter your name (optional).
8. Submit your ratings and comments.

If you don't have internet access, school office staff can easily provide you with printed copies of the policy and the review form.

4-Year-Old Still To Be Enrolled?

Finally, if you currently have a 4-year-old and intend for them to enrol at Ilam this year can you please let the office know as soon as possible. We are endeavouring to work out our New Entrant class numbers for the year and the more information we have about intended enrolments the easier this job is.

Happy Easter Break.

Nga mihi nui (Kind Regards)

Paul Dolan
Principal