

**4.5.1 Regular contact is to be maintained with parents for supervision purposes.**

- Regular contact is made with students' parents regarding their physical, emotional and spiritual wellbeing.
- Facilities (e.g. meeting room) and services (e.g. telephone, fax, and email) are to be provided at the college for students to contact their parents at reasonable times and 'in-private'.
- Involvement of parents/significant others in how the college sets and enforces student supervision practices is to be strongly encouraged by the College Board and Manager, e.g. through parent involvement in regular reviews of supervision practices.

**4.5.2 Parents are to be well informed about student supervision practices and how to raise any concerns they have about them.**

- Parents are to be provided with written and up-to-date information about the college's supervision arrangements and practices.
- The college is to have a written and appropriate grievance procedure for complaints by parents/next of kin regarding student supervision issues.
- Parents (or next of kin if appropriate) themselves are clear about the student supervision grievance procedure and how to make effective use of it, e.g. by making sure parents have a copy of the grievance procedure and how to make use of it.

**4.5.3 The College Board and Manager are to be well informed about student supervision issues raised by parents/next of kin.**

- An accurate written record is to be kept of any complaints by parents (or next of kin if appropriate) and their outcome.
- Records of any complaints by parents (or next of kin if appropriate) and their outcome are to be reviewed by the college manager for the purpose of resolving any outstanding complaints and/or assessing the adequacy of the action taken.
- The College Board is to be kept informed about any complaints by parents (or next of kin if appropriate) where appropriate.