

RAPHAELI WALDORF SCHOOL

COMMUNICATION PATHWAY

For GENERAL ENQUIRIES & ENROLMENTS

Phone or email The Office

044 533 6157 or 060 530 7052 admin@raphaeli.co.za

For SCHOOL ISSUES affecting your child

- Academic
- Social
- Health

Email the class teacher to set up an appointment for a discussion, please state the reason.

Email: *teachersfirstname@raphaeli.co.za

For GENERAL ISSUES ABOUT YOUR CHILD

- emergency
- logistics, eg change in pick-up arrangements
- calling a child in sick

Phone the office 044 533 6157 or 060 530 7052

For MARKETING OR FUND RAISING questions

Email: marketing@raphaeli.co.za

For FINANCIAL/ ADMINISTRATIVE

concerns, email or phone the Administrator

044 533 6157 or 060 530 7052

administrator@raphaeli.co.za

For CLASS FUNDRAISING

contact the class link via class Watsapp group

PARENT LIAISON

pl@raphaeli.co.za

If your concern has not been resolved by the person mentioned above, please

1. Request a Positive Resolutions Form from the office admin@raphaeli.co.za
2. Email it to the Parent Liaison and the Administrator

The Parent Liaison will inform you within 2 days as to what the next step is, possibly:

- mediation
- College of Teachers discussion
- Board of Trustees discussion

Whether you have a query, concern, complaint or compliment, you can use this communication pathway to ensure you are heard.

Please note that teachers' phones are off between 8am and 2 pm

Watsapp groups are informal and no action will be taken on issues raised on that platform.

COLLEGE OF TEACHERS

BOARD OF TRUSTEES