



HOW PARENTS AND CAREGIVERS CAN RESOLVE CONCERNS

Parents and caregivers are an important influence on student life and learning. So it's important we all work together to promote open and positive communication and ensure every student is treated fairly. Every effort is made to address concerns and resolve issues as quickly as possible. Use this guide which should be read in conjunction with the school's grievance procedure to help you address your concerns and resolve issues.

Step 1- Identify the concern

- Classroom or subject issue
- Yard issue
- Student behaviour
- School policies
- Reporting student learning
- Another school related issue

Step 2- Decide who you need to speak to

Seek out the staff member who knows most about the situation. Your student's Home Group Teacher is a good first point of contact. Talk to Subject teachers or Faculty coordinators if it's related to a specific subject or class. Your student's Year Level Coordinator can also help and our counsellor is available for individual student and parent consultation.

The Senior School Coordinator is only too happy to help on matters related to external and/ or Vocational programs.

Step 3- Organise to meet or talk

Arrange a time to meet or talk to the staff member/s concerned by contacting the Front Office, placing a note in the student diary or emailing the school or teacher.

The best time to contact staff is before 8:30 or after 3:20.

We understand your concern deserves time and the gathering of accurate and all necessary information to be resolved. It's always best if you are calm and honest in your approach. You may also bring a support person to your meeting.

If the issue is not satisfactorily resolved there are other staff who can assist...

Step 4- Year Level Coordinators

The Year Level Coordinators have responsibility for Year Level:

- Induction/ Activities
- Student Wellbeing
- Student Behaviour Development

If the issue is not satisfactorily resolved there are other staff who can assist...



Step 5- Deputy Principal

The Assistant Principal has an overall responsibility for Year Level:

- Induction/ Activities
- Student Wellbeing
- Student Behaviour Development
- Suspension and Exclusions

If the issue is not satisfactorily resolved there are other staff who can assist...

Step 6- Principal

The Principal has overall responsibility for all activities on the school site. You can arrange a time to meet or speak to the Principal.

It's helpful if you provide information which will enable the conversation/ meeting to be as useful as possible in resolving the concern.

If the issue is not satisfactorily resolved there are other staff who can assist...

Step 7- District Education Office

If the issue cannot be resolved at a school level you may contact the District Education Office. However the District Education Office will need to be sure that attempts have been made to resolve the issue using any or all our steps listed.

Some points to consider

While our front office staff answer the phone and endeavour to pass messages on as soon as possible, it's important to remember that they do not have a role in managing student behaviour.

As many students own mobile phones, often they phone home expecting parent support immediately to resolve an issue. It's always best to ring to arrange a mutually convenient time to meet with the appropriate staff member.

Please don't approach other students in an effort to directly resolve your concerns.

If you need to meet with a student, please contact the Student Service Office.

Issues are best resolved with discussion only between the people who need to know. Your own, and your student's information should be kept as confidential as is appropriate.

This policy will be reviewed every two years with Staff and Governing Council input.

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