PARENT CONCERNS POLICY

Good relationships between the home and the school give all children a greater chance of success.

From time to time parents may have concerns about what happens at school. When this happens everyone needs to know the correct way to satisfactorily have concerns heard and acted upon. Schools can't do anything to address concerns if they don't know about them.

Concerns may relate to any aspect of school life - classroom, yard or school policy.

ABOUT RIGHTS

All parents have the right to expect that the school will do their best to deliver:

- Quality education based upon a planned programme in line with the current curriculum frameworks.

- All children have the right to learn without harassment and uninvited interruptions from others.

- All teachers have the right to teach without harassment and uninvited interruption from others.

Therefore all members of the school community have the right and responsibility to use the established procedures for raising any concerns relating to the school.

ABOUT COMPLAINTS

Our school aims to provide a quality service to students and their families and welcomes feedback or raising concerns as a way of ensuring this.

Many complaints are based upon lack of information or misunderstandings and can be resolved by early intervention. This requires a genuine and trusting relationship between the home and school and a commitment to resolving the issue.

Concerns and complaints need to be resolved to ensure children are learning in a safe and supportive environment where interests are paramount.

It is expected that an effort will be made to resolve any issue at school level before contacting the Regional Director on 8391 4705.

IMPORTANT

It is important that grievances be kept confidential, and although at times you may wish to seek support from friends or an advocate it is very important to do this wisely.
It is important that everyone in the school community encourages others to contact the school directly if they have a concern.

When a matter is discussed in a student’s presence it is important that the student understands every effort will be made to resolve the issue confidentially at the school level.

It is important that everyone in the school community feels that they have a right to contact the school to raise matters of concern with appropriate people within the school.

**STEPS TO FOLLOW**

In the event of a concern arising, the school’s ‘Parent Concerns and Complaints’ leaflet outlines the procedures to follow. An outline of the procedure is shown below.