

## RAISING CONCERNS

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

At times, parents/families/carers 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.

### **IMPORTANT**

It is important that concerns 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.

### **Confidentiality**

Confidentiality is expected, and will be maintained throughout the grievance process. It is important that all parties involved respect this expectation and ensure that information remains only with those directly involved in resolution processes.

### **ABOUT CONCERNS**

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 concerns 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 students are learning in a safe and supportive environment.

### **RESOLVING CONCERNS.**

1. Try to resolve the grievance with the person concerned. Make a time to meet and discuss the issue directly with them.
2. If the issue is not resolved with the person, request a time to meet with the Leadership.
3. Follow up with the person may again be required, the Principal will keep you informed upon request
4. If the matter is still not resolved, the Education Complaint Line may be contacted for further support.

Ph : 1800 677 435



Together, in positive partnerships, we can resolve concerns and continue to build a united, committed and positive school community.

## Student Responsibilities

1. Stop and think about different ways to solve your problem.
2. Talk to the person/people involved about the problem directly.
3. Talk to a teacher or a staff member about the problem.
4. If you feel uncomfortable doing this speak to a trusted friend or adult about the problem.
5. If the issue is not fixed talk to your parent/s about it and ask them for help.
6. If the problem is still not fixed keep telling someone who can help.

## Parent Responsibilities

1. Arrange a suitable time to talk to the teacher or staff member about the issue or concern.
2. Calmly discuss the issue of concern with the teacher or staff member. Staff will document the parent concern or complaint using the Parent Complaint pro-forma if the issue cannot be resolved easily.
3. Allow a reasonable timeframe for the issue to be addressed.
4. If an issue is not addressed or resolved and you still hold concerns, arrange a time to speak with Leadership
5. If the issue is unresolved contact the Education Complaint Unit

## Staff Responsibilities

1. Arrange a time to meet with the person concerned.
2. Allow a reasonable time for the issue to be addressed.
3. If you feel the issue is not resolved:
  - Speak to your line manager
  - Speak to Leadership
  - Speak to your WHS rep
  - Speak to your AEU rep (where appropriate)
  - Speak to PAC (where appropriate)
  - Speak to a peer advocate (*ask for their support in speaking to the parties involved or act as a supporter or mediator at meetings*)
4. If the issue remains unresolved and you continue to hold concerns, speak to a member of the leadership team.

Under no circumstances should a student or adult approach another student or adult regarding a concern or complaint. The matter must be raised with a staff member or the people previously mentioned so that the issue can be dealt with.