

## MANAGING CONCERNS

Good relationships between home and our school give our students a better chance of success.

It is natural that from time to time, parents will wish to raise concerns about what happens at school.

This brochure provides information about communication avenues that may strengthen the partnership between parents and the school. It also acknowledges the importance of positive relationships between parents and staff.

Your concerns may relate to:

- Classroom issues
- Playground issues
- Your child's behaviour
- School policies
- Student learning and reporting
- Another student
- Another school related issue.

To ensure that your concerns are managed in an effective way the following guidelines are suggested.

## PROCEDURE

The usual procedure to be followed is to make an appointment to talk to the most relevant person: the person who knows about the situation.

Eg. for classroom issues, this will be the class teacher.

It will always help the situation if you are calm and honest in your approach.

If your concern involves other students you must not approach them directly.

Your concern deserves time to be resolved:

- Let the person know about your concern with a note, email or phone call. This means they will be prepared and better able to provide any information that you might require.
- Make an appointment to ensure quality time is given to addressing your issue.
- If you feel that an issue you have raised is still unresolved it is important that you state this at the conclusion of the meeting.
- If this is the case make an appointment with the Principal. Let the Principal know the subject you wish to discuss prior to the meeting as this will assist in the resolution of the concern.
- If your matter is not resolved with the Principal you may wish to contact the Parent Complaint Unit at DECD head office.

## ROLES AND EXPECTATIONS

**Parents and students can expect:**

- A safe, caring learning environment.
- Broad, balanced and rigorous curriculum.
- Information about all aspects of students' education.
- Information about school policies and procedures.
- Opportunities to voice their point of view and express opinions and concern.
- To be treated fairly, with respect and equitably.
- Opportunities to be involved and to participate in activities in the school.
- Clear accessible communication channels.
- Confidentiality.

**The School expects:**

- Support for school policies and procedures such as Behaviour Management, Dress Code, Attendance etc.
- Parents to treat staff with respect and listen to their point of view.

- That concerns will be raised at the school through the agreed channels as per this document.
- That confidentiality will be maintained.

## CONFIDENTIALITY

All personal matters such as those about student, parent or staff relationships should be raised directly with the school through the class teacher, another staff member, or the Principal in a confidential manner.

For further information in relation to feedback and complaints, please visit <http://www.sa.gov.au/topics/education-and-learning/general-information/feedback-and-complaints/schools-and-preschools>

## CONTACTS

Principal:	Rebecca Pears 82671644
DECD Parent Complaint Unit:	1800 677 435

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PRIMARY SCHOOL



**MANAGING CONCERNS  
AND DEALING WITH  
COMPLAINTS**