

GRIEVANCE PROCEDURES

PROCEDURES FOR PARENTS WHO HAVE CONCERNS

Good relationships between our school and its community give our students a greater chance of success.

It is only natural that from time to time, parents/caregivers will have concerns about what happens at school. When this happens, we need to know the correct way to satisfactorily have our concerns heard and acted upon.

Your concerns may relate to your student's learning and wellbeing in the classroom or school yard or school policy (e.g. sports day, homework, hats, uniform, etc).

Under DECD Guidelines, parent bodies such as the school Governing Council and any parent groups must be directed by their chairpersons **not** to discuss performance of students and school staff.

- Your concerns will be discussed with the relevant people.
- You **will** need to be specific about your concern, (e.g. describe an incident and/or quote the words used).
- Some parents/caregivers believe that if they raise a concern, their child will be treated differently (i.e. 'picked on'). Teachers are professional people and don't do this, and Principals and Regional Directors are required to see that it does not happen.
- You **will** be informed of the outcome.



We always appreciate a message letting us know that you are happy with the outcome.

It is important that these concerns are kept **confidential**, and although at times you may wish to seek support from friends or an advocate, it is very important to do so wisely. When the matter is discussed in the student's hearing, it is important that the student understands that you have confidence that the issue will be resolved confidentially at school level. Criticism of the school or teacher does not support the child's education as it undermines trust and confidence.

The school can only deal with issues that are raised in the ways outlined below.

If we do not receive information, then we assume that all is well.

PLEASE NOTE:

The Student Counsellor (Kerrilyn Elmer)

Is available to provide support for you and your child.

CONCERNS SHOULD BE TAKEN UP IN THE FOLLOWING WAYS -

STUDENT LEARNING & WELLBEING

Parent concern

Use the diary as a communication tool checking it and signing it each week.
Write notes to Home Group and/or Subject Teachers.
Parents / Teachers to date and sign notes

Resolved

Not resolved



Resolved

Ring the Home Group Teacher on 8662 2171 to discuss your concerns and/or arrange a mutually convenient meeting time with the Home Group Teacher and relevant subject teacher(s).
This will be organised in conjunction with the Year Level Coordinator and/or Subject Coordinator.

Not resolved



Resolved

At a mutually convenient time meet with Year Level Coordinator or Subject Coordinator.

Yr 8 – Stephen Bosch	Literacy /Eng./S & E – Sonia Pringle
Yr 9 – Sonia Pringle	The Arts - Peter Hughes
Yr 10 - Kim Bennett	Mathematics – Stephen Bosch
Yr 11/Stage 1 – Peter Hughes	Technology – Kim Bennett
Yr 12/Stage 2 - Peter Hughes	Science/Agric – Stephen Bosch
	Health & P.E. – Michael Gaunt

Not resolved



Resolved

At a mutually convenient time meet with the Senior Leader:
Kerrilyn Elmer (Student Wellbeing, Flexible Learning & Student Counselling)
Michael Gaunt (Deputy Principal)
OR Principal. (Chris Heading)

Not resolved



Resolved

At times both parents and the school will need to seek the support of outside agencies, to assist in facilitating a resolution to a concern or issue. Personnel from the Education Office can be contacted to assist with concerns by phoning 8632 0600.