

**PROCEDURES FOR PARENTS WHO HAVE CONCERNS**

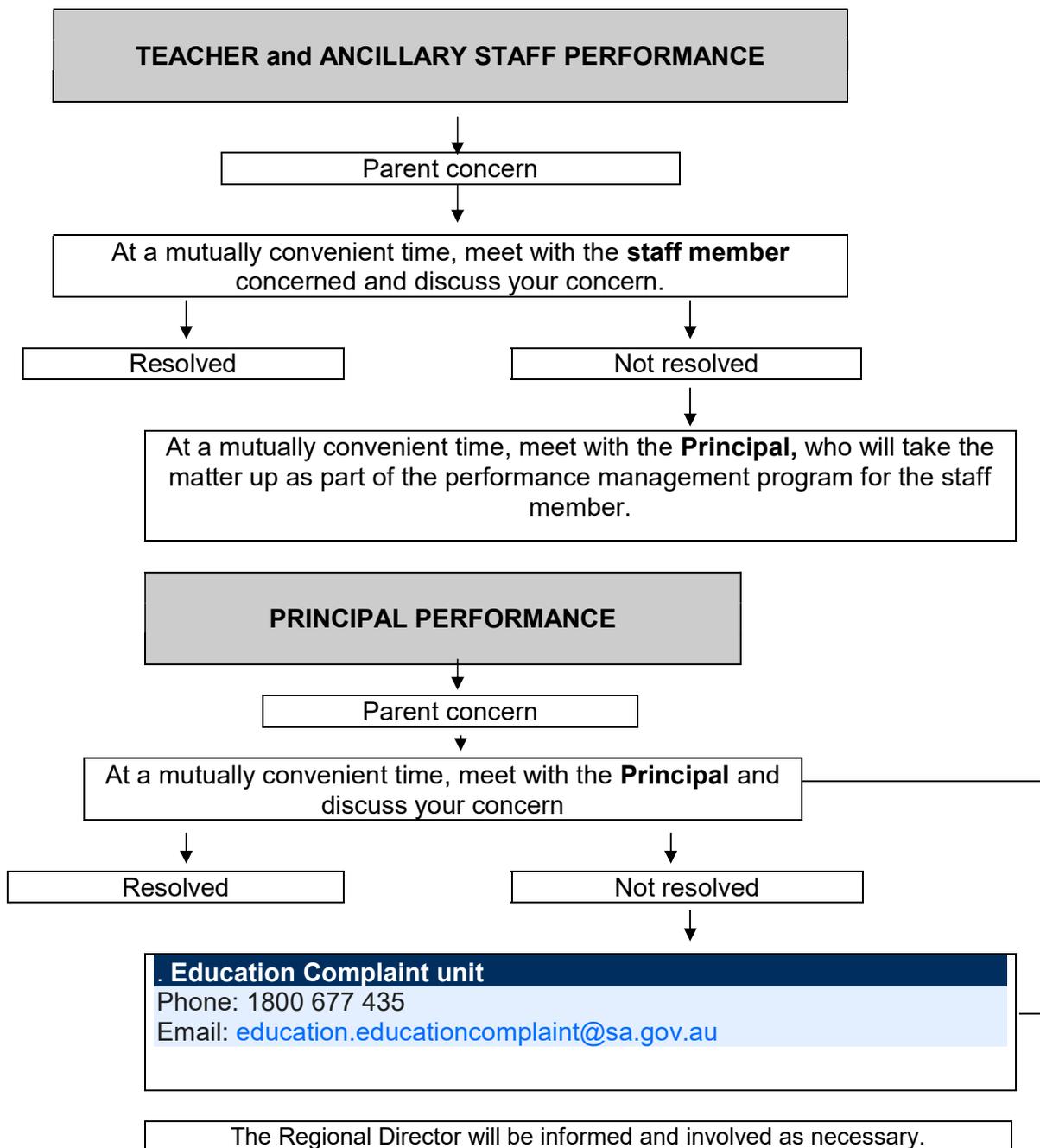
Good relationships between our School and its community give our students a greater chance of success.

It is only natural that from time to time, parents 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 either, staff performance (classroom or yard), student performance, management (e.g. sports day, head lice) or School policy.

Under DECS Guidelines, parent bodies such as Governing Council must be directed by their chairpersons **not** to discuss performance of students and School staff.

**CONCERNS SHOULD BE TAKEN UP IN THE FOLLOWING WAYS**



**SCHOOL POLICY**

Parent Concern

At a mutually convenient time, discuss the concern with a **Governing Council** member, and ask for it to be placed on the agenda for the next meeting.

Not Resolved

At a mutually convenient time, meet with the **Principal** and discuss your concern.

Resolved

Not resolved

**Education Complaint unit**  
 Phone: 1800 677 435  
 Email: [education.educationcomplaint@sa.gov.au](mailto:education.educationcomplaint@sa.gov.au)

**STUDENT'S PERFORMANCE**

Parent concern

Use the diary as a communication tool checking it and signing it each week.  
**OR**  
 Parents/Caregivers write notes to Class Teachers.  
 Parents and Teachers to date and sign notes

Resolved

Not resolved

Contact the Class Teacher to discuss your concerns and/or arrange a mutually convenient meeting time with the Class Teacher.

Resolved

Not resolved

At a mutually convenient time meet with the Principal, who will take up the matter.

Resolved

**PLEASE NOTE:**

- Class teachers are available to provide support for your child.
- 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 believe that if they raise a concern, their child will be treated differently (i.e. 'picked on'). Teachers are professionals and as such are required to comply with a code of conduct, and Principals and Regional Directors are required to see that it does not happen.
- You **will** be informed of the outcome.
- Parents have the option of contacting an independent representative of their own choice, eg. SAASSO or SAASPC if they believe the issue has not been resolved.

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

**REMEMBER**

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

**PLEASE NOTE:**

We would love to hear good news. It is really appreciated.