



Munno Para

PRIMARY SCHOOL

Respect, Responsibility, Success



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.

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.

