



CONCERNS PROCEDURES

RATIONALE

The Board recognises the need for clear and just procedures to deal with concerns & complaints from parents/caregivers.

The Board of Trustees are bound by legal obligations to be a good employer as detailed in the school charter.

The Board of Trustees are required to act in accordance with the Codes of Conduct specified in the Charter.

PURPOSE

To establish clear procedures for working through differences between parents, staff and Board to resolve problems in a correct and satisfactory manner for all concerned.

GUIDELINES FOR RAISING CONCERNS

1. If parents/caregivers have a **general concern about the school, a school activity or its programmes**, the first step is to discuss the problem with the staff member concerned at an appropriate time e.g. after school. It is recommended, if required, that regular contact meetings be held following a concern being raised to monitor progress and decide whether a different solution should be tried e.g. weekly meetings for a mutually agreed length of time.
2. If parents/caregivers have a **concern involving a staff member, (including complaints from staff about colleagues)**, firstly contact the staff member involved to discuss the matter privately. If you do not want to contact the staff member involved, contact the principal with your concern in writing or via email. The principal may then arrange a meeting between the two parties with the principal being present.
3. If parents/caregivers have a **concern about their child or another student** contact the student's class teacher. If the matter is considered serious enough, the classroom teacher may consult school management.
If your concern relates to another student, you must not approach that student directly.
4. If you have a **concern with another parent, caregiver or member of the school community on a school related matter**, contact the principal in writing or via email.
5. If you **have a concern with the principal**, contact the principal to discuss the matter privately. If the issue is unable to be resolved by discussion contact the Board Chair in writing or via email.
6. If the matter concerns a **board member** contact the board member concerned to discuss the matter privately. If the matter is unable to be resolved, contact the board chair in writing or via email.
7. If the matter involves the **board chair** contact the board chair to discuss the matter privately. If the issue is unable to be resolved by discussion contact the deputy board chair, who may choose to consult with the Principal, in writing or via email.

In most cases constructive discussion will resolve your concern.

If you approach a board member with your concerns you will be asked to follow the above steps.

If you are unhappy with the outcome of your initial meeting as outlined above, contact the principal in writing or via email to discuss a further resolution. If this process does not resolve your concern, you may make a **formal complaint. (see Formal Complaints procedure.)**