

Rational:

We are committed to seeking or finding a resolution to all concerns in a sensitive manner with a commitment to listening and responding positively.

The following process for presenting and managing parental concerns or complaints has been developed by school council.

Implementation:

- Try an informal discussion with the teacher as concerns can be quickly resolved once parent and teacher are aware of all the facts.
- People need time to investigate and resolve problems; a quick fix is not always possible or desirable. Be prepared to monitor the situation with follow up phone calls or meetings.
- Formally notify the school principle via a letter, telephone call or in person if the matter remains unresolved.
- If the matter continues to remain unresolved the South Eastern Regional Office, of the Department of Education may assist. They can provide additional advice, support and feedback in seeking a positive solution.
- The support of outside agencies such as Guidance Officers or Social Workers i.e. Mediation, can also be arranged through the school or the South Eastern Regional Office, Moe.

Evaluation:

This policy will be reviewed as part of the school's regular review cycle.

This policy was last ratified by School Council in 2014

Next policy review: 2017