

RAISING CONCERNS POLICY

Positive relationships between home and school/preschool give our children a better chance of success. Developing powerful learners is at the heart of everything we do. At Snowtown Primary and School Based Preschool we value co-operative and collaborative problem solving. We are also committed to our values of Respect, Honesty, Trust, Listening and Kindness.

Sometimes students, staff or parents have concerns with aspects of school/preschool operation, school/preschool policies, learning programs or social issues concerning children. We are committed to the resolution of concerns and to the mediation of differences in a timely manner. Ideally concerns should be raised within 48 hours to the person involved to enable a positive outcome to be reached quickly.

Meetings to discuss concerns or complaints will only occur when all parties are able to discuss the facts calmly.

All matters related to a concern will be treated in a confidential manner. This means they are not shared with others or shared online through social media.

Students

Be clear about what the problem is and talk to the person involved.



Talk to a teacher or an adult about the problem at an appropriate time so they can help you.



If you still have a concern or complaint speak to your parent/carer so they can help with the next steps

Parents

Please arrange a time to speak to the relevant staff member(s) about the concern.



Let the staff member know what you consider to be a concern or complaint.



Allow reasonable time for the concern to be addressed.



If the concern has not been addressed within the agreed time arrange a time to meet with the Principal.



If the issue is unresolved, please discuss the issue with the Department for Education Parent Complaint Unit. Its officers will assume that you have attempted to resolve your concern at the school/preschool.

Staff

Arrange a time to meet with the person concerned.



Allow reasonable time for the issue to be addressed.



If the concern is not resolved, speak to the Principal, WHS Rep, Union Representative or PAC (where appropriate) and ask for their support in addressing the concern.



If your concern continues beyond this point contact the Education Director who will assist in resolving the concern.

Remember the basic principles of Restorative Justice and apply the questions when raising your concern:

What happened?

Who has been affected?

What can we do to make it better?

