

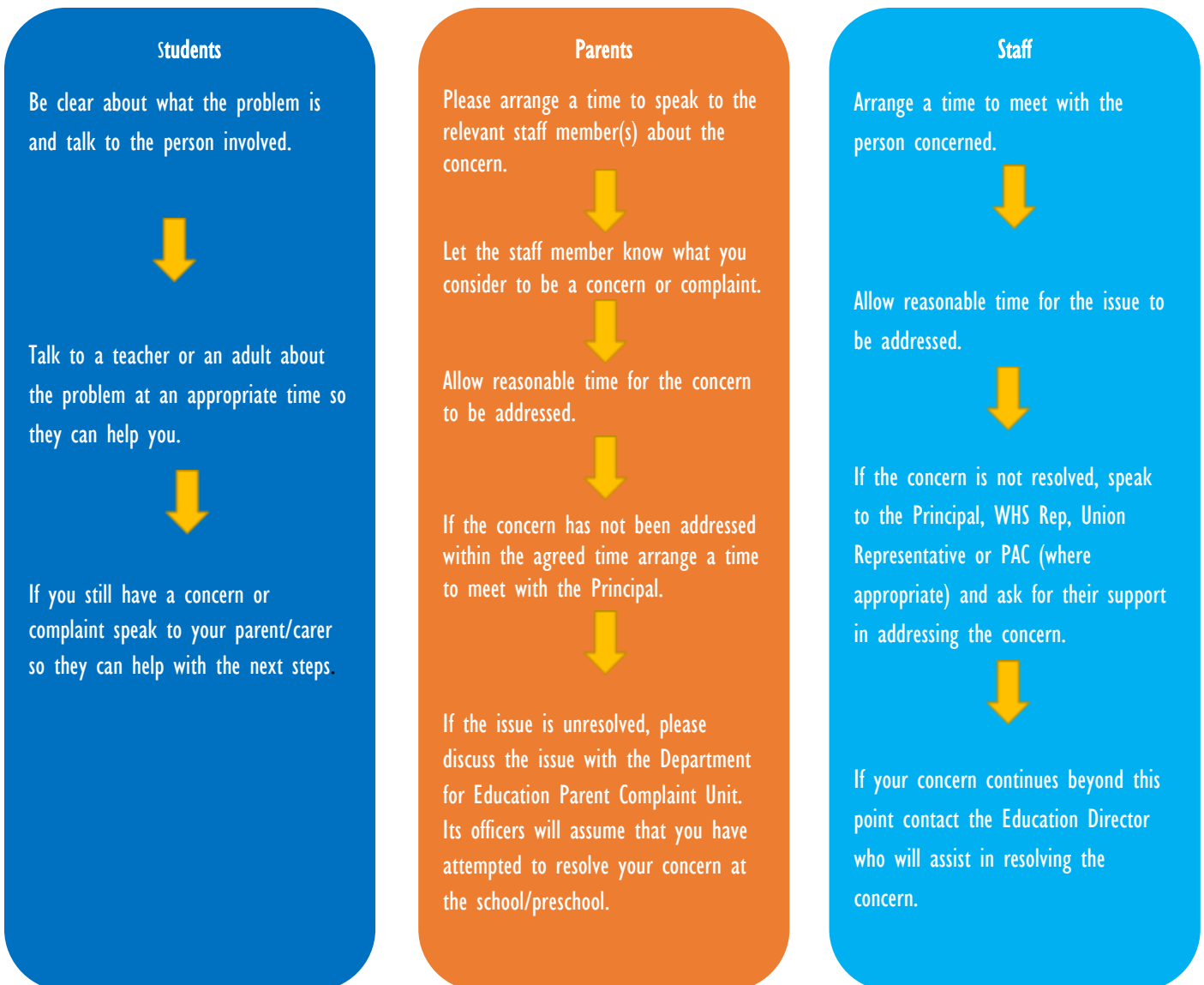
## RAISING CONCERNS POLICY

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**.



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

**What happened?**

Endorsed by Governing Council July 2020  
Review Date July 2023

**Who has been affected?**

**What can we do to make it better?**