



VERY IMPORTANT

- Concerns need to be kept confidential, and, although at times you will want to seek the support of friends, it is beneficial to do this in confidence.
- Calm discussions may help the concern to be resolved more successfully.
- Be wary of 'hearsay'. Speak to the person concerned to clarify any possible issue
- Care is needed when discussing a concern near your children as they may misinterpret adult discussion. We're in this together and it is essential that we do everything to support each other and maintain mutual trust and confidence.

POSITIVE SCHOOL RELATIONSHIPS

Doing our best

Caring for and respecting ourselves and others

Taking action to protect the environment

Learning, growing: working together

Children deserve to be successful

We can assist this by:

- Working together in a positive and caring way
- Acknowledging that everyone is doing their best
- Understanding that if we're not part of the solution we may be part of the problem
- Everyone contributing to a safe, secure, harassment free environment.



Raising concerns:

Schools are very complex organisations where a range of people are involved.

There will be concerns, which may be about curriculum, behaviour, policy, relationships, family, sport etc.

It is important that concerns are addressed as early as possible to avoid escalation.

The usual procedure to be followed is:

1. In the first instance arrange to talk to the person who knows most about the situation.
 - The classroom teacher
 - The yard duty teacher
 - The Principal
 - Deputy Principal or Senior Leader
 - The Governing Council or the relevant sub committee
2. Your concern deserves time in order to be resolved. Please inform the person about your concern with a note, Email or telephone call. This enables them to be prepared and have all of the necessary information. A mutually convenient time can then be set up. If, together, you are not able to resolve the problem let the person know that you intend to speak to someone else. Arrange a time to speak to either the Principal, Deputy Principal or Senior Leader giving information which will enable the meeting to be as productive as possible.
3. If at the conclusion of this meeting or meetings the problem is still not able to be resolved, please contact the Regional Office on 84167333 and they will direct you to the appropriate person. They will need to feel confident that all attempts to resolve the issue as per the above process have been explored.
4. If after this contact you feel the matter has not been resolved contact the Parent Complaint Unit on 1800 677 435 or Email: decd.ParentComplaint@sa.gov.au

There may be times when you feel, for a variety of reasons, that you are unable to speak to the person described as the first point of call. If this is the case please inform a member of Leadership as described above.