

COMMUNICATION and COMPLAINTS PROCESS for PARENTS/CARERS

This form will assist parents to understand school processes for communicating with staff and assist in directing questions, comments or concerns to the right person or area.

We value open and respectful communication with parents and carers. If at any time communication becomes rude, derogatory, aggressive, threatening or intimidating, the conversation will be ended and the person will be asked to leave, or the phone call will be ended.

If you need to share information about your child with a teacher or another staff member, this can be done at the classroom or the office between 8.50 and 9.00 am before school begins, or 3.30 and 3.40pm after school ends, without an appointment. If a longer discussion or investigation is required, an appointment needs to be made.

1. POLICY

If making a complaint, please ensure you are familiar with the Complaints Policy which can be found on the parent page of the school website. You may also request a printed copy from the school office.

2. MEETING REQUEST

It is important to note that making an appointment is vital. On-the spot meetings are usually not possible. All meetings (in person, via phone or online) must be scheduled at a convenient time for all parties with consideration given to school timetable and daily operations.

Once a meeting request is received (via the office or in digital communications) the relevant staff member or a representative will contact you to schedule the meeting.

3. DIRECTING YOUR ENQUIRY

Relevant steps for ensuring your concern is addressed by the appropriate staff member are listed on the reverse side of this page.

4. INFORMATION GATHERING

You will be required to put the concern or complaint in writing (email or compass message is appropriate) stating the facts and circumstances of your concern. This enables school staff to complete any investigations or gather information or data prior to meeting so we are fully informed and can try and find a solution more quickly.

If you report to the office, they may take some notes on your behalf which can be provided to the relevant staff member prior to them contacting you to schedule a meeting.

PLEASE NOTE

Information related to your child will never be shared with other parents. Likewise, we are unable to share information about another student with you. This includes information related to specific consequences that may be given to another child.

Every concern or complaint will be taken seriously and thoroughly investigated. Records of all investigations are kept secure and confidential in accordance with the Privacy and Information Sharing, and Records Management policies (available under the parent tab on the school website).

MEETING REQUEST - STEPS & CONTACTS

1. *For any student related questions or concerns*

Step 1: Classroom Teacher

- ❖ All enquiries and concerns of any kind related to students should be directed to the classroom teacher in the first instance.
 - If the classroom teacher is unable to answer or resolve your concern, they may direct you to step 2, or if you are not satisfied your issue is resolved, move to step 2.

Step 2: Learning Specialists (for academic concerns), Leading Teacher (for wellbeing concerns) or Assistant Principal (for behaviour concerns)

- ❖ If you need advice related to your child's academic progress or curriculum programs, one of the learning specialists (listed below) can help you.
 - Prep to 2 - Alyce Gladwell
 - Grade 3 to 6 - Ann-Marie Pearce
 - If the learning specialist is unable to answer or resolve your concern, they may direct you to an assistant principal, or if you are not satisfied your issue is resolved, you should see an assistant principal or move to step 3.
- ❖ If you need advice related to your child's wellbeing, one of the wellbeing staff (listed below) can assist
 - Disability inclusion or students with additional needs – Kate Kelly
 - Wellbeing or mental health concerns – Nicole Hermans
 - If the wellbeing person is unable to answer or resolve your concern, they may direct you to assistant principal Liam Flanagan, or if you are not satisfied your issue is resolved, see Liam Flanagan or move to Step 3.
- ❖ If you have concerns related to your own or another child's behaviour or issues of bullying, please see an assistant principal (listed below).
 - Prep to Grade 2 – Amy Jewell
 - Grade 3 or 4 – Matt Knott
 - Grade 5 or 6 – Liam Flanagan.
 - If the assistant principal is unable to resolve your concern, they may direct you to step 3, or if you are not satisfied your issue is resolved, move to step 3.

Step 3: Principal Alison Lough

- ❖ If you have been through step 1 & 2, an appointment can then be made with the principal by contacting the school office.

2. *For school staff, school processes or policy related questions or concerns*

Step 1: The Administration Manager or Business Manager

- ❖ If your concern relates directly to the behaviour or conduct of the classroom teacher or another teacher, then you may move directly to step 2.
- ❖ You can phone, email or visit the front office at any time. Please be mindful that drop-off and pick-up times are particularly busy at the office.

- If the administration manager or other office staff are unable to answer or resolve your concern, they may direct you to step 2, or if you are not satisfied your issue is resolved, move to step 2.

Step 2: Assistant Principal Matt Knott (school operations and community engagement)

- ❖ Matt can be contacted via the front office but is unavailable before school due to daily organisation duties.
 - If Matt is unable to answer or resolve your concern, he may direct you to step 3, or if you are not satisfied your issue is resolved, move to step 3.

Step 3: Principal Alison Lough

- ❖ An appointment can be made via the Principal Executive Assistant, Leanne Moss.

Please note any staff member can be contacted through Compass email or by leaving a message with the front office. School phone – 5995 7139.