

COMPLAINTS PROCEDURE

Who to contact Feedback Loop

In the event of concerns arising, parents need to determine the appropriate person to deal with the issue. This may be the class teacher, or in some situations a specialist teacher. Everyone strives to work in the best interest of all students. The following role descriptions indicate the different responsibilities of staff members.

Class Teacher

Responsible for the day to day teaching and management of the students. The class teacher is the appropriate person to approach first.

Specialist Teacher

Responsible for a particular curriculum area such as Languages, P.E., Music, Literacy, Mathematics. Specialists liaise with class teachers about the students.

Associate Principals

Responsible for student welfare and learning. The Associate Principals also deal with welfare agencies outside the school. Together they manage on-going cases across different year levels of the school.

Alex Jelas – Years 1-4 Denise Haven – years 5-8

Principal

Responsible for the day to day management and operation of the school. The Principal deals with the legal and procedural issues required of the school.

Board of Trustees

The BOT is concerned with developing school policy. The principal has responsibility for the operation of the school and for implementing BOT policies.

Simple Issue

Issues that arise during normal class work

for example

- Homework
- Friendship issues in the class
- Clarification of class procedures

Information about disruptions in the family that could affect your child at school.

More Complex Issue

Problems of an on-going nature especially ones where earlier steps have been unsuccessful

- Socialisation
- Student learning or progress
- Engagement with school
- Behaviour incidents in the yard

Issues that may require accessing outside agencies.

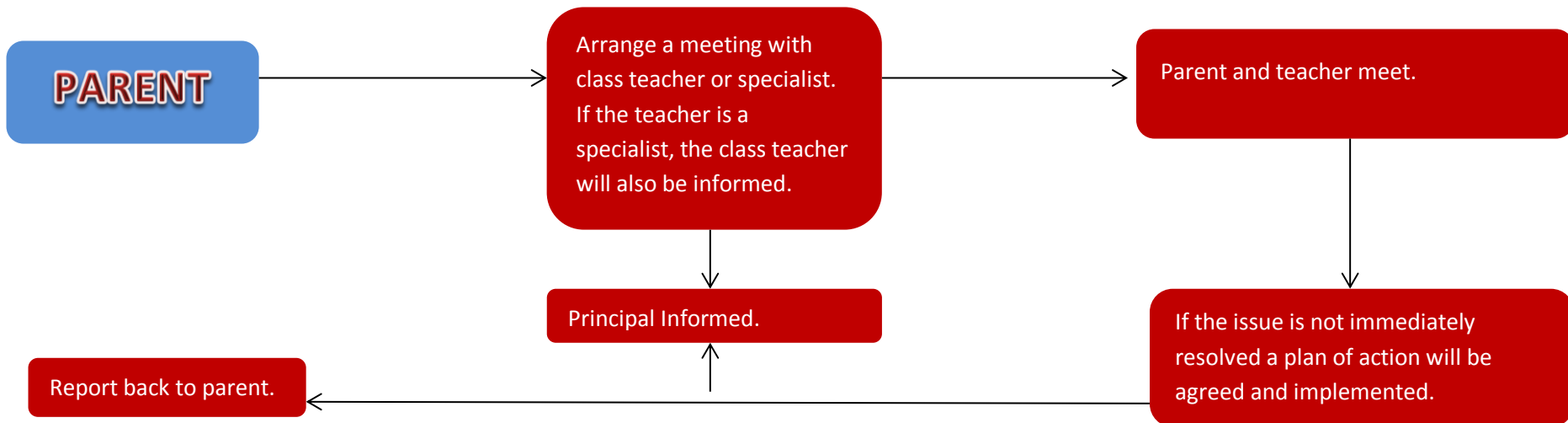
Extremely Complex Issue

Continuing on-going problems where the earlier steps have been unsuccessful

- Evidence of criminal behaviour
- Safety issues
- Legal issues such as custody arrangements
- Personal issues of complaints against staff

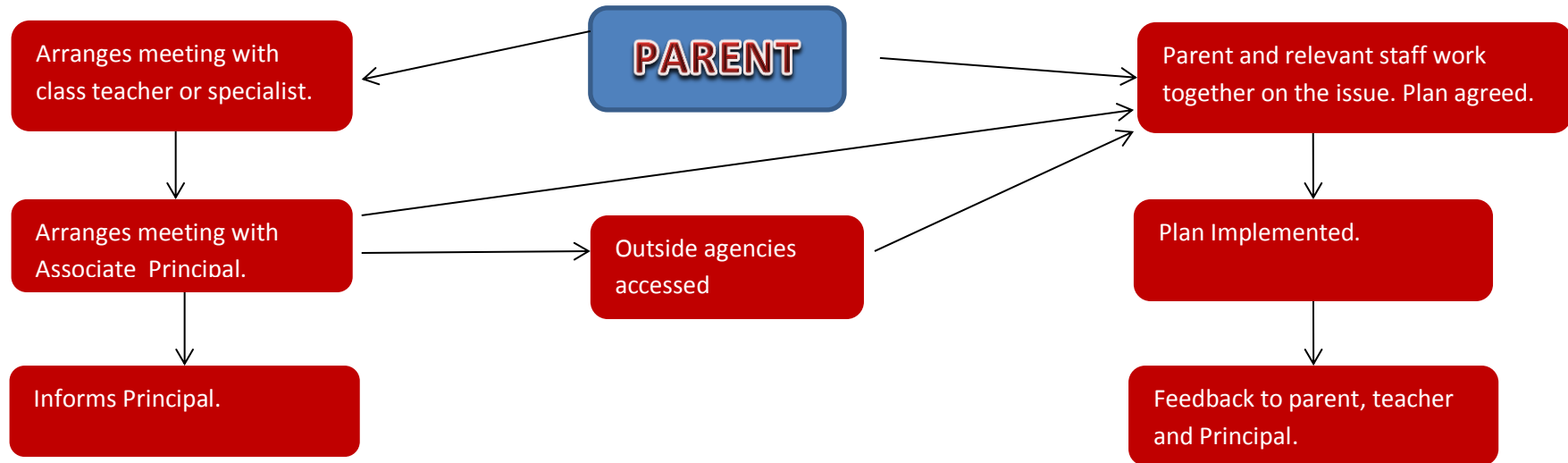
Simple Issue Feedback Loop

1. Arrange an appointment to see the teacher concerned.
2. Be clearly focused on what the issue is.
3. At the meeting work with the person concerned to arrange a mutually acceptable resolution, (student may be involved.)
4. If needed the teacher, parent and (student where appropriate) implement the agreed plan.
5. Feedback on progress is provided by both the parent and the teacher to each other.



More Complex Issues

1. Decide who the best person to approach is. This may be the classroom teacher or specialist most directly involved.
2. Arrange a meeting with the relevant teachers. Sometimes this will be both the class teacher and Associate Principal.
3. Discuss the issue and agree on a plan of action. Sometimes outside welfare agencies will need to be accessed.
4. Implement the agreed plan.
5. Feedback provided to all parties involved.



Extremely Complex Issues

1. Arrange an appointment with the Principal
2. Meet with the Principal to discuss the issues.
3. The Principal investigates the issues.
4. A second meeting or follow up call is held with the Principal to decide a course of action.
5. A plan is agreed and implemented.
6. On-going feedback to both parent and Principal.

