

# KARRENDI PRIMARY SCHOOL

## GRIEVANCE PROCEDURES FOR PARENTS

### INTRODUCTION

At Karrendi Primary School we aim to work with you to provide the best possible learning environment for your child.

Your contact with the staff is encouraged, valued and we appreciate any information or feedback you have to offer.

The informal communication between parent and teacher is vitally important. However, there may be a time when you have an issue regarding your child that requires a more formal discussion.

On such an occasion we offer the following guidelines as a means of addressing your concerns.

### PERSONAL MATTERS

All personal matters should be raised directly with the school through either the class teacher or the principal. **Any personal matter will naturally be dealt with in a strictly confidential manner.**

(Personal matters may include such things as concerns regarding a student, behaviour, academic achievement, and relationships.)

### GENERAL SCHOOL MATTERS

General school matters are best dealt with by raising the issue with members of school council, the class teacher or the principal.

(A general issue may include such things as the timing of a school sports day, or concerns about a class excursion or camp.)

If you find that you do have an issue which is of concern to you, then the following guidelines may assist you:

#### Step One

- a) Make an appointment as soon as possible to talk to the class teacher involved. (This will ensure that you get the teacher's undivided attention.)
- b) After your appointment with the teacher, if **YOU** consider that the issue raised has not been resolved satisfactorily, it is important that you inform the teacher about how you feel.

## **Step Two**

If after Step One, the issue is still unresolved, and you have stated this to the teacher involved, you should then make an appointment to talk to either the school principal or the deputy principal. When making this appointment you will need to tell him/her what it is you wish to talk about so that they can obtain all the details.

(This allows for both sides of the discussion to be properly informed before making any decisions or recommendations.)

## **Step Three**

The outcome of the meeting with the principal or deputy principal **MAY** include the following::

- a) Having the situation monitored.
- b) Conducting further discussions with everyone concerned.
- c) Outside support for the child, family or school may be sought. (May include social workers, guidance officers, etc.)
- d) Having the situation resolved.

## **Step Four**

If you are still unhappy with the outcomes of your meetings so far, you should now either write or telephone the principal again and tell him/her of your concerns. (If you make no further contact with the school it will be assumed that the issue you have raised has been resolved.)

## **Step Five**

If, after steps one to four, you are still unhappy, you should approach the District Superintendent or his/her executive officer, who will attempt to resolve the issue with you. (You must ensure you follow steps one to four before going to step five.)

**Elizabeth Office Number: 8256 8111.**

## **GENERAL INFORMATION TO ASSIST**

It is important that your concerns be kept confidential, and although at times you may wish to obtain the support of friends or other parents, it is important that you do this carefully and wisely.

When your concern is discussed in the presence of the student, it is important that the student understands that you have confidence that the issue will be resolved, both in a confidential manner and at the school level. (Rather than the student hearing everyone being told about the concern you may have.)

Public criticism of either the school or the teacher will only lead to mistrust and lack of confidence and will certainly not support the child's education.

Finally, the school can only deal with issues that are raised in the process outlined. If the school does not receive this information, then it can only be assumed that all is well.

Matters/incidents that occur outside the school cannot be dealt with by the principal