

Elliston Area School

Parent - Caregiver guide to raising a concern or a complaint

Principles of our Policy

Good relationships within the school community give students a greater chance of success at Elliston Area School. Staff, parents, caregivers and students need to work through issues and problems in a calm and productive way, which acknowledges and addresses the concerns of all parties.

Everyone should be treated with respect and confidentiality will be maintained at all times. Meetings to discuss concerns and complaints will allow all parties opportunities to express themselves calmly but these may be suspended if anyone behaves in an insulting or offensive manner and further meetings redirected to the Eyre and Western Regional Office.

The following processes will enable positive outcomes to be achieved for all.

PARENTS / CAREGIVER with a concern or a complaint

STEPS

- Arrange a time to speak to the relevant teacher (s) about the problem
- Do not enter classrooms or offices with a major grievance without prior arrangement
- Let the person know what you consider to be the concern or complaint
- Allow a reasonable timeframe for the concern or complaint to be addressed
- If the concern or complaint is not addressed make an appointment with the Principal
- A parent Guide to Raising a Concern or Complaint brochure is available on the school website
- Parent Complaint Hotline is 1800677435

Communication is the key and this process will give parents / caregivers support to address issues and concerns in a positive way.