Raising a Concern at School

The purpose of this article is provide guidelines to parents that promote efficiency in dealing with issues of concern.

The school is committed to good communication and making sure that our parents understand how to go about raising a concern and most importantly, the most appropriate person it should be raised with in the first instance. This article builds on the information presented by teachers at Class Information Night.

Concerns Best Raised with the School Principal or Assistant Principal include:
- Whole school matters (generally)
- Issues relating to staff members
- School facilities: including maintenance and management
- School fees and charges
- Policy relating to student assessment and reporting
- Timing of special events
- Pupil free days

Concerns Best Raised with the Class Teacher include:
- Individual student needs
- Academic progress
- Homework
- Behaviour and student discipline issues
- Bullying at the Class Level
- Non-attendance or not wanting to come to school
- Challenging or changing family circumstances
- Class excursion / incursion arrangements

Concerns Best Raised with a Specialist Teacher include:
- Academic progress relating to that subject area
- Whole school activities organised by the specialist teacher
- Behaviour and student discipline issues emanating from a specialist teacher’s class

Concerns Best Raised with the Office Staff:
- Financial statements or payment issues

Concerns Best Raised with School Council include:
- Council’s role is to oversee broad policy direction. It is the job of the Principal and staff to implement that direction as efficiently and as effectively as possible. Concerns raised with Council need to be relevant to Council’s area of governance which include:
  - Development of the Strategic Plan (School Review)
  - School budgets and financial management
  - Formulation and review of school policies
  - Developing and monitoring the School Dress Code
  - Ground projects and maintenance
  - Use of school facilities
  - Fundraising
  - Contracts relating to cleaning, building project etc

Obviously OSHC concerns should be directed to Camp Australia – 0423 940 728.

First Aid issues should be raised with the staff member on first aid duty at the time, assuming that information is known.

Helpful Hints when raising a concern
- Think about the appropriate time and place when raising a concern.
- You should make some notes as a guide prior to approaching the school as this helps to set out all the facts in order.
- You can then use this information when you are speaking with the person dealing with your problem.
- Make a note of the people you speak to about your complaint and the date you spoke with them.
- Stay calm. If you are unable to stay calm have someone else speak on your behalf.
- Outline the steps you have already taken to resolve the issue.
- Explain what action you think should be taken to resolve the issue.
- Be reasonable and realistic about your expectations.

If the complaint you are raising involves another student at the school it is very important that you do not approach them or their parent/s directly as this could make matters worse.
If an issue remains unresolved after you have approached your child's teacher or other school staff, you can then ask to see the Assistant Principal or Principal.