

FOOTSCRAY WEST PRIMARY SCHOOL – RAISING A PARENT CONCERN

Step 1. Clarify the issue (what exactly is your concern?)

Before you approach the school or your child's teacher:

- Be clear about the topic or issue you want to discuss
- Ensure that evidence is provided/available to support your concern and not just hearsay
- Focus on the things that are genuinely affecting your child
- Always remain calm and remember you may not have all the facts relating to the circumstances of the topic or issue you wish to discuss
- Think about what would be an acceptable outcome for you and your child
- Be informed; check the department's policies or guidelines, where relevant

Make an appointment to speak to the following people to help resolve the concern. Generally always raise concerns with the class teacher first.

Your child's teacher should generally be the first step (except where your concern is highly sensitive in nature). If the class teacher cannot resolve it they may direct you to one of the following:

The Team Coordinator

if your concern involves students from other classes in a playground incident

The Assistant Principal

if your concern relates to staff members or complex student issues

The Principal

if your concern relates to school policy, school management, staff members or complex student issues

Step 2: Review or investigation at a school level

- Ensure that all parties in a disputed concern/complaint are aware of their entitlement to support through an advocate. An advocate can be a friend or colleague or an unpaid support person provided through an appropriate agency.
- The class teacher or Team Coordinator, together with any others who may be involved, should be given a reasonable amount of time to take the steps required to resolve or address your concerns. Remember, it may not always be possible to resolve an issue to your complete satisfaction and that issues involving young children can take some time to resolve.
- Staff will communicate the outcomes of concerns, where possible to all relevant parties.
- If applicable, staff will work with you to establish an agreed plan of action and timeline.
- The principal can reject a concern or complaint that in their opinion is vexatious, or without substance, or does not warrant further action.
- Modifies other school policies and procedures as required as a result of addressing concerns and complaints.

Concern has been resolved, dismissed or addressed

Concern has not been resolved

Step 3: Contact may be made with the Department of Education and Training (DE&T)

If you still feel your concern has not been addressed satisfactorily after speaking to the Principal, you can then contact DE&T – South Western Region. Ph. (03) 8397 0300

Step 4: Contact with the Department's Central Office should only take place if all other steps have not led to a satisfactory resolution. Where possible, all contact should be in writing.

If it is clear that you have not followed the above steps your letter (and your concern) will be sent to the relevant regional office. You will be contacted if this happens.