

ABOUT RIGHTS

All parents have the right to expect that the schools will do their best to deliver.

- Quality education based upon clear guidelines such as Australian Curriculum, SACSA Framework and Partnership Plans.
- All children have the right to learn without harassment and uninvited interruption from others.
- All teachers have the right to teach without harassment and uninvited interruption from others.

Refer to School Harassment Policy.

All members of the School Community have the right and responsibility to use the established procedures for raising any concerns relating to the school.

IMPORTANT

In most cases concerns about your child are best raised with your child's own teacher.

It is important that grievances be kept confidential, although at times you may wish to seek support from friends or an advocate, it is very important to do this wisely.

When a matter is discussed in a student's presence, it is important that the student understands that you have confidence that the issue will be resolved confidentially at the school level.

Children's trust and confidence can be undermined if criticism is not handled constructively.

While on school grounds parents and carers have a responsibility to:

- Behave in an appropriate manner.
- Use appropriate language (not swearing).
- Respect the school's Behaviour Code.



EVANSTON PRIMARY SCHOOL

RAISING CONCERNS

Good relationships between the home and the school give our children a greater chance of success.

It is only natural that, from time to time, parents will have concerns about what happens at school.

When this happens we need to know the correct way to satisfactorily have our concern heard and acted upon.

Your concerns may relate to any aspect of school life – classroom, yard or school policy.

Our school aims to provide a quality service to students and their families and welcomes feedback or concerns as a way of ensuring this.

Most concerns are based upon lack of information or misunderstandings and can be resolved by early intervention. This requires genuine and trusting relationships between the home and school and a commitment to resolving the issue.

Concerns need to be resolved to ensure the child is learning in a safe and supportive environment where his/her interests are paramount.

STUDENT CONCERNS

Eg students behaviour, achievement, classroom issues, yard behaviour, social problems

Parent to contact relevant staff member to arrange a suitable time to discuss the issue.

RESOLVED



NOT RESOLVED

Parent to contact Principal/Assistant Principal or school Counsellor, who will take the matter up as part of their school management role.

RESOLVED

NOT RESOLVED

Each person involved will be informed of the outcomes of this meeting – subject to reasonable codes of confidentiality.

Contact the Regional Office and make an appointment to discuss the concern. The matter will be taken up as part of their Line Manager's role.
Please note. The first stage in the Regional Office involvement is to check that the issue has been taken to the school and an effort made to resolve the issue.

SCHOOL POLICY CONCERN

Eg Uniform, Behaviour Management Policy, Reporting and Assessment

Parent to contact member of Governing Council to discuss concern and ask that it be placed on the Agenda for the next School Council meeting.

OR

Parent to contact Principal/Assistant Principal/School Counsellor and discuss the concern.

RESOLVED



NOT RESOLVED

Contact the Regional Office and make a time to discuss the concern.
*** Please note.** The Regional Office will check that an effort has been made to resolve the issue at a school level.

PLEASE NOTE THE FOLLOWING POINTS

1. Your concerns will be discussed with the relevant people
2. You will need to be specific about your concerns (eg description of an incident and/or quote actual words used).
3. Please express concerns as soon as possible
4. You will be informed of the outcome.
5. We always appreciate a message letting us know that you are happy with the outcome.