

SWAN VIEW PRIMARY SCHOOL Raising Concerns Process

Positive relationships within the school community give students a greater chance of success to **be their best self**. There may be times when parents and carers have concerns about what happens at school. When this occurs, we would like to encourage you to **get help** by talking with the class teacher and/or members of the Leadership Team.

Families/Carers, School Community and Staff Members worked collaboratively to develop the process below. Working together modelling **mutual respect**, we will be able to resolve your concerns and ensure your child's well being, education and health needs are met.

Concerns can arise regarding your child's...

- Educational Needs
- Class Routines
- Homework
- Relationships
- Lunches
- Wellbeing
- Any other concerns

Raising Concerns Process

"Family / Carer has a concern"

Families and carers to;

1. Contact Class Teacher to arrange either a face to face meeting, or make an appointment to discuss your concern. (9257 0400)
2. Contact the school via email outlining your concerns SwanView.PS@education.wa.edu.au stating - **Attention to:** the appropriate Teacher's name.

Class Teacher to discuss and document the concern with the family or carer.
(SVPS Concern / Query Form 1A.)

Concern resolved

Documentation given to parent/carer and a copy filed.

OR

Concern not resolved

1. Class Teacher reviews Form 1A.
2. Consult with families and carers again. *Please allow time for investigation and resolution.*
3. Leadership Team informed.
4. Documentation of outcome of meeting given to Family/Carer and a copy filed.

Concern not resolved

Leadership Team become involved and make contact via a meeting, a phone call or follow-up with an email to all concerned parties using Form 2A.

Concern resolved
Documentation filed.

Concern not resolved

Concern not Resolved with School

Step 1

You may contact the **Regional Education Office or Local Education office if;**

- Your enquiry / concern has not been resolved by your school's Leadership Team.
- There is a reason for not raising your enquiry / concern with the school directly.

The contact details for the North Metropolitan Regional Education Office is; 9285 3600.

Step 2

The next level for consideration of an unresolved enquiry / concern is to write to the Director General of the Department of Education. You may lodge a written description of your enquiry and the steps you have taken to achieve an outcome.

Postal Address:

Director General
Department of Education
151 Royal Street
East Perth WA 6004

Other Useful Contacts

Standards and Integrity Directorate

A: 151 Royal Street
East Perth WA 6004
T: 9264 4740

T: 1800 655 985

E: complaints@education.wa.edu.au

W: education.wa.edu.au/standardsandintegrity

Handy hints to assist you to resolve your concerns

These can be very emotive times so please speak to your child's teacher politely, modelling the school rule of *mutual respect*. This creates positive relationships as we all have your child's best interests at heart.

- Be clear about the issues you want to discuss.
- Focus on the facts. (remember you may not have all the facts)
- Think about how the matter could be resolved.
- Be realistic about what the school can do.
- Respect people's privacy and keep matters confidential.

Please consider the following:

- Please allow time for investigation and resolution.
- **Actively listen** to each other's views, opinions and feelings.
- Be cooperative, respectful and kind with **no put downs**.
- Work towards a solution.

Helpful suggestions for consideration:

- What can we do together to support my child?
- What can I do to help my child?
- Where should we go from here?



Swan View Primary
Our School Rules

- Mutual Respect
- No Put Downs
- Be Your Best Self
- Active Listening
- Get Help

SCHOOL RULES
OK!



Swan View Primary Concerns and Complaints Process



Swan View Primary School
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