GENERAL INFORMATION

Your concerns will be discussed with the relevant people.
You will need to be specific about your concern, eg. Describe an incident and/or quote the words used.

SUPPORT PERSON

You are welcome to use a person to support or assist you with concerns. This person will help you put your case to the appropriate person and ensure a fair hearing with follow up if needed.

Some parents believe that if they raise a concern, their child will be treated differently (ie picked on). Teachers are professional people who don’t do this and Principals and District Directors are required to see that it does not happen.
You will be informed of the outcome.
We always appreciate a message letting us know that you are happy with the outcome.
All staff will keep a log of Parent/Caregiver meetings, which will be viewed by the Principal at Performance Management meetings.

It is important that these concerns are kept confidential and although at times you may wish to seek support from friends or an advocate, it is important to do so wisely. When the matter is discussed in the student’s hearing, it is important that the student understands that you have confidence that the issue will be resolved confidentially at school level. Criticism of the school or teacher does not support the child’s education as it undermines trust and confidence. The school can only deal with issues that are raised in the ways outlined above, if we do not receive information, then it can be assumed that all is well.

CRYSTAL BROOK PRIMARY SCHOOL
GRIEVANCE PROCEDURE

PROCEDURES FOR PARENTS/CAREGIVERS WHO HAVE CONCERNS

Good relationships between our school and its community give our students a greater chance at 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 concerns heard and acted upon.
Your concerns may relate to staff performance, student performance, a particular incident or school policy.
Under DECS Guidelines, parent bodies such as Governing Council and Parent Groups must be directed by their chairpersons not to discuss performance of students and school staff.

CONCERNS SHOULD BE TAKEN UP IN THE FOLLOWING WAYS

<table>
<thead>
<tr>
<th>TEACHER and SSO Issues</th>
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<tr>
<td>Parent/Caregiver Concern</td>
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At a mutually convenient time, meet with the staff member concerned and discuss your concern

Resolved

Not resolved

At a mutually convenient time, meet with the Principal, who will take the matter up as part of the Performance Management program for the staff member.
**PRINCIPAL Issue**

Parent/Caregiver Concern

At a mutually convenient time, meet with the Principal and discuss your concern.

- Resolved
- Not resolved

Contact the District Office 86381801 and discuss the concern. Please note that you will be asked if you have approached the Principal. If local resolution has not been sought you will be referred back to the school. The Regional Office will inform the Principal of any complaints or concerns about their site.

- The District Director will be informed and involved if necessary.

**STUDENT Issue**

Parent/Caregiver Concern

Use the diary or Communication Book to write notes to the teacher if appropriate. (Confidential matters should not be written in diaries).

- Resolved
- Not resolved

At a mutually convenient time meet with the Teacher and discuss the concerns.

- Not resolved

At a mutually convenient time meet with the Principal to discuss the concerns.