



Growing together,  
Learning forever!

# Raising Concerns at L.S.P.S.

## POLICY

### **Rationale: “For Better or Worse, Tell Us First”**

- There may be times when parents and carers have concerns about their student’s education. We encourage parents and carers to raise any concerns they have in a timely way, so they can be dealt with promptly and resolved according to our policy.

### **Aims:**

- To provide a safe, supportive and honest environment where parents/ carers can share their concerns about their students education with the relevant staff.

### **Implementation:**

- These procedures cover raising concerns about
  - Issues of student behaviour that are contrary to our code of conduct.
  - Incidents of bullying or harassment in the classroom or yard.
  - Learning programs and assessment and reporting of learning.
  - Communication with parents.
  - School Fees and payments.
  - General administrative issues.
- The school will address any concerns received from parents courteously, efficiently, fairly and promptly in accordance with due process and the departments regulatory framework.

### **Expectations : When raising a concern we have a responsibility to....**

- Do so as soon as possible after the issue occurs and provide complete and factual information.
- Maintain and respect the confidentiality of everyone involved.
- Act in good faith in a calm manner and show respect and understanding of each other’s point of view. Value different opinions rather than judging and blaming.
- Acknowledge that we have a shared goal to achieve an outcome that is acceptable to all parties.
- Recognise that everyone has rights and responsibilities.

### **Raising Concerns:**

- Parents are encouraged to contact the person closest to the issue of concern eg: Class teacher, specialist teacher, or principal. If you are not sure then contact the principal. Parents are encouraged to make every effort to resolve the concern at the school Level.
- Parents may feel more comfortable if they have a support person with them
- The school may seek assistance from Regional Office or DEECD.
- The school will record details of the concern and develop a time line to follow up on the issue.
- The school will make every effort to resolve the concern as soon as possible, however complex issues may need more time to investigate and resolve. This will be shared with the parents/carers where appropriate.

### **Resolution:**

- If a concern is substantiated in whole or part, the school will offer an appropriate remedy which will be implemented as soon as practicable.
- When all parties concerned have agreed the concern has been resolved then it will be considered **CLOSED**.
- If a parent /carer is not satisfied with the outcome determined by the school then they should contact the Departments Regional Office.

**Evaluation:** This policy will be reviewed as part of the school’s three-year review cycle in June 2014.