

Raising Concerns at Lockwood South Primary School

The school will make every effort to resolve any concerns at the school level before involving other levels of the Department.

FOR BETTER OF WORSE TELL US FIRST

Be Open. Be Honest. Be Timely. Be Calm. Be Respectful. Have Details.

Expectations

Parent	School
<ul style="list-style-type: none">* Raise Concerns promptly (face to face, via school email, phone)* Provide factual information* Maintain respect & confidentiality* Remain calm* To make every effort to resolve concerns at the school level before involving other levels of the Department	<p>Will address concerns raised:</p> <ul style="list-style-type: none">* Courteously* Efficiently* Fairly* Promptly, within an agreed timeline* Maintain confidentiality* The school will provide a copy of our local concerns process to all families annually

Assistance/Help

Parents or carers may elect to have a support person (who does not receive a fee for service) to assist in raising a concern.

Assistance/Help

The school may seek assistance from the Regional Office or DEECD.

Contact Who?

- * **Class Teacher**
- * Specialist Teacher
- * Principal

What will Happen?

The school will record the details of your concern and develop an agreed timeline for a follow up response.

Resolution

- * If a concern is substantiated the school will offer an appropriate resolution.
- * The school will implement this as soon as possible
- * When resolved an issue will then be referred to as CLOSED.
- * If the person with the concern is not satisfied with the outcome determined by the school they should contact the Regional Office. (Phone: 5440 3111)

"Growing Together: Learning Forever"

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