

# **Guthridge Primary School**

## **Policy for Addressing Parental Concerns and Complaints**

Guthridge Primary School acknowledges that at times parents may have concerns they wish to discuss with staff members. We welcome this feedback and encourage parents to raise issues so they can be dealt with speedily and resolved to the satisfaction of all concerned. The expectation is that confidentiality will be observed by all parties throughout this process.

The following procedures should assist parents in handling such concerns:

### **Step 1**

Raise the matter with the class teacher or Principal/Assistant Principal where appropriate. This can be via telephone, written communication, or personally. Remember it is important to listen to both points of view and access all available information.

### **Step 2**

Your concern or issue will be investigated and you will be provided with feedback. (Most concerns are resolved at this point.)

### **Step 3**

If the issue remains unresolved, make a formal appointment to discuss the issue with the Principal/Assistant Principal.

After the meeting you may need to:

- Be prepared to monitor the situation with follow up phone calls or meetings
- Be available for further discussions with appropriate people at school
- Consider involving the support of outside agencies such as the Department of Education and Early Childhood Department's Wellington District Student Support Services. This can be arranged through the school.

### **Step 4**

If you believe that your issue remains unresolved to your satisfaction, you may seek advice from the Wellington District Office (phone 5144 1844) or the Gippsland Regional Office (phone 5127 0400). The role of Region is to provide additional advice, support and feedback to the school in seeking a positive solution.

All issues and complaints however must ultimately be resolved at the school level.

Guthridge Primary School endeavours to seek a resolution to all concerns, sensitively and with a commitment to listening and responding positively to all your concerns, in a timely fashion.