



VISION

At Parafield Gardens R – 7 School we want a caring and supportive working environment for all members of the schools communities.

RESPONSIBILITIES AND ACTIONS

Parent / Caregivers responsibilities

All personal matters such as concerns regarding student, parent/caregiver or staff relationships should be raised directly with the school through the class teachers or the leadership team.

It is expected that matters of concern are raised in ways that preserve good working relationships between the staff and the parents

General school matters such as details of school activities or School or Education Department policies are most appropriately raised with the Principals, Assistant Principals, School Counsellor, Teacher / staff member, or Governing Council members.

Parents can

- Make an appointment to meet with the class teacher. If an issue is still unresolved it is important that the parent states this to the teacher at the conclusion of the meeting.
- If the issue is not satisfactorily resolved, an appointment can be made to meet with a member of the leadership team. Results of this meeting may include the following;
 - An agreed course of action which is documented and monitored
 - Further discussions with the people involved
 - Outside support for the child, school or family may be sought
- If you are still dissatisfied with the outcome of the meeting, phone or write to the Principal again to air your concerns. If the school does not receive further information within the next week, it is reasonable for the issue to be considered resolved.
- After working through the above and the matter is still not resolved then the issue can be raised with the Regional Director by phoning 8256 8111

It is important that these grievances are kept **CONFIDENTIAL**
Parents may seek support from friends or an advocate.

When the matter is discussed in the student's hearing, it is important that the student understands that the parent has confidence that the issue will be resolved confidentially at school level.

Criticism of the school, teacher or staff member 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

REVIEW

Ratified by Staff on September 2007
Ratified by Governing Council on September 2007
Principal: Di Charles
Governing Council Chair: Steve Andrews
Amended Dec 2008 due to amalgamation