

CONCERNS

We appreciate your comments to help us grow our school. It is wonderful when parents come in early with concerns, with a positive attitude of working with the school to improve the learning of their child. Should you find it difficult to approach the school then there are people with the school community e.g. the Home and School who could come along with you and support you in your concern.

If you have a concern regarding an aspect of your child's **classroom** follow this procedure.



Step One: Teacher

- Make an appointment first and give an indication of what will be discussed so that the teacher can have relevant information on hand.
- Visit the teacher in an open and collaborative manner to work through your concerns.



Step Two: Senior Management

- If you are unhappy with the response, make an appointment with the AP or DP and give an indication of what will be discussed so that the AP / DP can have relevant information on hand.
- Visit with the AP / DP in an open and collaborative manner to work through your concerns.



Step Three: Principal

- If you are unhappy with the response, make an appointment with the principal and give an indication of what will be discussed so that the principal can have relevant information on hand.
- Visit with the principal in an open and collaborative manner to work through your concerns.



Final Step: Board of Trustees

- If still unhappy, please write a letter to the Board of Trustees Chairperson outlining your concern, your evidence, everything that has occurred to date and why you are dissatisfied.
- The Chairperson will raise the matter 'in committee' at the next Board meeting.
- The decision of the Board, as to how they will deal with your complaint, will be communicated to you.

If you have a concern regarding an aspect of school management such as an **event**, school **systems** or **programmes** follow this procedure.



Step One: Teacher in Charge

- Make an appointment first with the appropriate person (event organiser, Assistant Principal, Deputy Principal, Principal). The Office Manager will help you to know who to speak to.
- Visit with them in an open and collaborative manner and tell them what your concern is.



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