



Sale Primary School No 545

Policy for Addressing Parental Concerns and Complaints

Sale Primary School No 545 acknowledges that at times parents may have concerns they wish to take up with the school. 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 following procedures should assist parents in handling such concerns:

Step 1

Raise the matter with the school via telephone, written communication, or personally, so we can direct you to the best person to speak to. Always keep in mind that you have one view of an issue and others may have another view.

Step 2

Arrange to speak with the Class Teacher or Principal/Assistant Principal where appropriate. The school will advise you on who it is best to speak to first. You can always follow up your concern with other people in the school later.

Step 3

The school will investigate the concern and provide feedback to you (most concerns are resolved at this point).

Step 4

If the issue remains unresolved, make a formal appointment to discuss the issue with the 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's Wellington District Student Support Services. This can be arranged through the school.

Step 5

If you believe that your issue remains unresolved to your satisfaction, you may seek advice from the Gippsland Regional Office (phone 51270400). The role of the 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.

The Sale 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..