**ROLES AND EXPECTATIONS**

**PARENTS/ STUDENTS CAN EXPECT**
- A safe learning and care environment
- Broad, balanced and rigorous curriculum
- Information about all aspects of students education
- Information about school policies and procedures
- Opportunities to put their point of view and express opinions and concern
- To be treated fairly and equitably
- Opportunities to be involved and to participate in activities in the school
- Clear accessible communication channels
- Confidentiality

**THE SCHOOL EXPECTS**
- Support for school policies such as Behaviour Management, Dress Code Policy, Attendance Policy
- Parents to treat staff with respect and listen to their point of view
- Concerns will be raised at the school through the agreed channels including the school’s documented Resolving concerns Procedures
- Confidentiality will be maintained

**Mediators**
- Are available in some communities to assist in the resolution of some concerns, such as social workers or counsellors.

**Advocates**
- Support might be enlisted in specific areas about particular concerns, such as students with disabilities.

**Support People**
- At times support people may be enlisted in the resolution of concerns or to debrief with the person or attend meetings with another person.

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**KEY CONTACTS**

David Chadwick  
Principal

Ruth Hill  
Head of School Junior

Elise Hutton  
Head of School Primary

Danielle Windsor  
School Counsellor

Toni Cocchiaro  
District Director

Phone : 84492000  
Fax : 84498949  
Email : info@largsbayr7.sa.edu.au

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**RAISING AND RESOLVING CONCERNS**

LARGS BAY SCHOOLS

Learning: the key to our future

Phone 84492000 Fax 84498949  
e-mail admin@largsbayr7.sa.edu.au
Good relationships between home and school give our children a better chance of success. Student learning is at the heart of everything we do.

Our learning, teaching and care programs are underpinned by our commitment to the following principles:

- A constant focus on quality and standards
- Equity and access for all students
- Accountability
- Partnerships

This pamphlet provides information about avenues of communication, which strengthen the partnership between parents and the school providing quality education.

It acknowledges the importance of the relationship between caregivers/parents and the teachers and other staff.

Your concerns may relate to:

- Classroom issues
- Yard issues (school or yard issues)
- Your child’s behaviour
- School policies
- Student learning & reporting student learning
- Another student
- Another school related issue

**PROCESS FOR RAISING CONCERNS**

The usual procedure to be followed

1. In the first instance arrange to talk to the person who knows about the situation,
   - The classroom teacher
   - The yard duty teacher
   - Heads of School
   - The Principal
   - The School Counsellor

   It will always help the situation if you are calm and honest in your approach. You should not approach children or other parents directly.

2. Your concern deserves time in order to be resolved. Let the person know about your concern with a note or telephone call. This means they will be prepared and have all the necessary information. A time can then be set up which suits you both. If, together, you are not able to sort out the problem let the person know that you intend to speak to someone else. Arrange a time to speak to either the Head of School or the Principal, providing information which will enable the meeting to be as useful as possible.

3. If at the end of this meeting the problem still is not able to be resolved you may contact the District Office. The District Officers will need to be sure that attempts have been made to sort out the issue, using the process described above.

There will be times when you feel, for a variety of reasons, that you are unable to speak to the person described as the first point of call. If this is the case, let the Head of School/Principal know. Where possible it is best if you speak directly to the person concerned.

All matters about student, parent or staff relationships should be raised directly with the school through the class teacher, another staff member, the Heads of School or Principal in a confidential manner.

**CONFIDENTIALITY STATEMENT**

It is important that your concerns are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is important to do this wisely.

When the matter is discussed in the students’ hearing, it is important that the student understands that you have confidence that the issue will be resolved confidentially, at the school level. Criticism of the school or teacher does not support the child’s education as it can undermine trust and confidence.

Similarly, staff are expected to keep concerns that have been raised confidential and must not discuss the issue/s in front of students. Staff would also expect the matters to be resolved with parents/caregivers appropriately.