At East Para Primary School, all students, staff and parents have the right to a safe and happy environment.

Good relationships between our school and its community give our children a greater chance of success.

Parents want the best for their children, so it is only natural that there will be times when they will want to share things they feel are going well or to raise concerns. These ideas or concerns may relate to classroom issues, yard behaviour, curriculum, grounds or school policies and practices. They may involve their own child, other children at the school, a teacher, a member of staff, other parents or the Principal.

It is important that we deal with these in ways that ensure problems can be resolved and that good ideas can be used to improve our school. We need to show respect for all parties, emphasise listening and sharing information, and handle issues in a quiet and calm manner. It is particularly important that our students see adults modelling respect for one another and showing confidence in our ability as a school community to work things through.

Be reassured that no parent, student or staff member will be penalised for raising an issue.

The following Guidelines may assist you to take up your suggestions or concerns

1. If the issue is one that demands immediate attention, let a staff member know immediately.
2. If you think you would like to raise an issue or make a suggestion, but would like to talk it over with someone first, you may find it helpful to speak to a member of the Leadership Team. Please request confidentiality if you wish.
3. Make an appointment to speak with the most relevant person. For a classroom issue this is usually the class teacher. When setting up a meeting, please choose a time when the teacher is free to give you his/her full attention, not during lesson time. Let the teacher know what the issue is beforehand, so that they are better able to provide any information you may require. If you feel that the issue is still unresolved, it is important that you state this at the conclusion of the meeting.
4. If the issue is not resolved, make an appointment with the Principal or Senior Leaders, who will endeavour to help reach a workable solution for all concerned.
5. Follow up meetings or communication between yourself and the school will help to monitor the effectiveness of an agreed solution or plan of action. Unless the school receives further information it is reasonable to consider the issue has been resolved.
6. If after steps 1-5 you are still dissatisfied with an outcome, approach the Assistant Regional Director of the Northern Region, who will try to resolve the situation further. Their expectation will be that the above steps have been followed first.

We always appreciate hearing about successes in the way we are doing things at our school too!

The flow chart on the reverse side indicates further the pathways to be followed.
SHARING SUCCESSES AND GRIEVANCE PROCEDURES
FLOW CHART

PARENT ISSUE

Classroom Based

Contact Teacher Concerned
to set up mutually convenient meeting

then

to find a

Workable solution or plan
so that the issue is resolved

Issues remain

Set up another meeting or
Contact Principal or Senior Leader
to set up mutually convenient meeting

Contact Principal
or Senior Leader

Contact Principal or Senior Leader

to set up mutually convenient meeting

to find a

Workable solution or plan
so that the issue is resolved

Issues remain

Set up another meeting or
Contact the Assistant Regional Director

School Policies

Whole School Issue

Specific Incident

Is it a

General School Practice

Is it a

You can either

or

Set up another meeting or
Contact Principal or Senior Leader
to set up mutually convenient meeting

Contact a member of
School Council who will

have the

Issue placed on School Council Agenda

then

If

Issues remain

Issues remain

Issues remain

Set up another meeting or
Contact the Assistant Regional Director

Workable solution or plan
so that the issue is resolved

Workable solution or plan
so that the issue is resolved

Workable solution or plan
so that the issue is resolved

East Para Primary School
Ph: (08) 8264-3944
Principal
Bob Greaves
Senior Leader
Deb Gustainis
Senior Leader
Rick Noack

Northern Regional Services
Ph: (08) 8366-8800
Assistant Regional Director
Mark McKenzie