**VERY IMPORTANT**

- Concerns need to be kept confidential and, although at times you will want to seek the support of friends, it is beneficial to do this in private and to feel confident that they also will respect confidentiality.
- Calm discussions will help the concern to be resolved more successfully.
- Extreme care is needed when discussing a concern near your children. Children need to feel that home adults and school adults are working together.
- We’re in this together and it is essential that we do everything to support each other and maintain mutual trust and confidence.
Children deserve to be successful

We can assist this by:
- Working together in a positive and caring way
- Acknowledging that everyone is doing their best
- Understanding that if we're not part of the solution we can be part of the problem
- Everyone contributing to a safe, secure, harassment free environment for all members of the school community.

Raising concerns:

Schools are very complex organisations with a range of people involved.

There will be concerns, which may be about curriculum, behaviour, policy, relationships, sport etc.

It is important that concerns are addressed as early as possible to avoid escalation.

The usual procedure to be followed is:

1. In the first instance arrange to talk to the person who knows most about the situation.
   - The classroom teacher
   - The yard duty teacher
   - The Principal
   - The Deputy Principal
   - The Christian Pastoral Care Worker

2. Your concern deserves time in order to be resolved. Please inform the person about your concern in writing or via telephone call. This enables them to be prepared and have all of the necessary information. A mutually convenient time can then be arranged. If together you are not able to resolve the problem let the person know that you intend to speak to someone else.

3. You can raise your concern with the Principal in writing or via telephone contact. Your concern will be acknowledged and a mutually convenient time for a meeting will be arranged. The school will aim to resolve your concern within 15 days.

4. If you are still unsatisfied with the resolution you may contact the Southern Regional Office who will review the complaint within 20 working days. The Southern Regional Office can be contacted on 82073650.

5. Parents who are still unhappy with the outcome of this process may contact the Parent Complaint Unit via the hotline 1800677435. The Parent Complaint Unit provides advice to parents about concerns or complaints and objectively reviews complaints that have not been resolved at a school or regional level.