

RAISING CONCERNS AND COMPLAINTS POLICY

The partnership between the home and William Ruthven Primary School plays an important part in your child's education. Positive communication and confidence are critical factors in supporting this relationship. Teaching and learning works best when parents and teachers talk to each other and work together to solve any problems.

If you have a concern or complaint we encourage you to make contact with your child's school to discuss the matter. The school should always be your first point of contact if you have any concerns about your child's education.

1. Contacting the school

- It is best to discuss your concerns with your child's teacher first. You may wish to talk about the problem with your child's teacher/s by telephone or you can make an appointment to meet allowing time to discuss the issue in detail. Most problems can be solved this way.
- Plan what you will say so you can clearly explain what the problem is. You might want to make some notes to help you.
- Have some ideas about how the problem could be resolved realistically. Working with your child's teacher can clarify the situation and identify various ways your concerns can be addressed.
- If you need an interpreter, the school can arrange this – please ask beforehand.
- Staying calm and clear about your concern helps you and school staff to discuss the situation and settle on an option or resolution that supports your child's education.

If you still have a concern after talking to your child's teacher or if your concern is about the conduct of a member of staff or another aspect of the school that is impacting on your child, you may want to speak to the Principal or Assistant Principal.

The Principal or Assistant Principal will need time to discuss your concern with relevant personnel; however you can contact the school for progress updates. Your enquiry or concern will be managed in accordance with the parent complaints policy and processes of the Department.

Contacting the regional office

2. If resolution cannot be reached at the school level and you require assistance in resolving the issue, contact the Community Liaison Officer at your [Regional Office](#).

You will usually be asked to submit your complaint in writing.

3. Contacting the central office

If the matter remains unresolved after discussions with your regional office you can submit your complaint in writing to the Deputy Secretary, Regional Services Group.

You may lodge a written description of your concern/complaint and the steps you have taken to achieve an outcome to:

Deputy Secretary
Regional Services Group
c/o Manager, School Operations and Governance Unit
Regional Monitoring and Support Division
GPO Box 4367
Melbourne VIC 3001
Email: community.stakeholders@edumail.vic.gov.au
Fax: (03) 9637 2180

Ratified By School Council on: _____

School Council President: _____ Principal: _____