



Parent Concerns Procedure

Any Concerns you may have, with regard to:

- any area of your child's education,
- programs of learning,
- operations of the school

are of interest to us. These procedures outline the most efficient and effective processes by which your concerns might be addressed.

Note: It is essential that parents make appointments to see staff at school. While we would like to be available to everyone all the time, if you don't make appointments, the person you want to see is often unavailable. By booking an appointment through the office or with the staff member, you avoid any frustrations and are able to get the attention and time you deserve.

Step 1: Parents should firstly discuss any issues or concern with your child, ensuring you have as much information as possible. Once you have done this, you may be able to solve the problem by providing your child with advice or direction. If this is not successful or appropriate, you should move quickly to Step 2.

Step 2: Where a parent has a concern regarding their child in a class, you should always discuss this firstly with the teacher concerned. This can be done through a phone call or a note, or if more information is required, an appointment can be made. This is done by phoning our office on 9821 2328 and an available time will be discussed.

Step 3: If an interview with the teacher does not successfully solve the problem, or the issue does not involve a particular classroom, parents should contact the school and arrange to discuss this with the Deputy Principal or Principal. This can be done through a phone call, or again, by ringing the office and making an appointment.

Step 4: If the concern is still unresolved, parents should lodge a written letter outlining the concern or problem. You may also contact the Northam District Education office to seek further advice. The principal will seek further advice if it relates to employee conduct, through the Director of Standards and Integrity Directorate. They will assist and provide advice and suggestions, as to what further action you can take.

At any stage of this process parents/guardians or staff are always welcome to have someone they are comfortable with to accompany them to any meeting as support or and advocate.

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I have an issue or problem!

