



# Aldinga Beach B-7 School

QUINLIVEN ROAD  
ALDINGA SA 5173  
PHONE: [08] 8556 5060  
FAX: [08] 8556 5810



Government of South Australia

Department of Education and  
Children's Services

## PROCEDURES FOR PARENTS / CAREGIVERS TO RAISE CONCERNS

### Commitment to our Community

At Aldinga R-7 we are committed to delivering quality education to students and their families. Positive relationships between our school, parents and caregivers and the wider community strengthen and enhance students' chances of success.

We recognize that from time to time, families may have a concern about an event or situation at school. Typical concerns generally relate to an aspect of school life: i.e. classroom and yard interactions, student management or school policy.

The school takes all concerns seriously and undertakes to working side by side with families and caregivers to address situations that arise using the processes outlined.

### We want to know We need to know: Do make contact early

It is essential to know the appropriate way to have concerns listened to, acted upon and resolved as soon as possible. If we do not receive information, then we assume that all is well. For this reason we encourage you to make contact with the school as soon as you have a concern or issue. Experience has shown that when parents contact the school quickly to make us aware of a situation it is resolved better and faster.

### Respect for Confidentiality

Confidentiality is very important in addressing any situation successfully. As a parent you may wish to seek support from friends or an advocate. You are urged to do so wisely. Discussions out in the community are generally demonstrably unhelpful in resolving issues. They can also cause unnecessary offence or hurt to innocent persons. When discussing the matter in the hearing of your child or their friends, we urge you to ensure it is clear that your family is committed to resolving the situation confidentially at a school level. For this reason, we ask that you avoid criticism of the school or staff member. It neither supports the child's education nor helps to build and maintain trust and confidence.

### Clear and fair process

In resolving any situation facts and perceptions need to be separated first. Then common ground can be established, and areas of disagreement worked through demonstrably fairly. At all times, there is an expectation that all parties must behave in a manner that respects the rights and the obligations of all persons directly or indirectly involved.

### Dealing with emotions positively

We respect and understand the fact that that some situations can be emotionally upsetting. The school can only deal with issues that are raised in a respectful and calm manner. It is not acceptable to approach staff in an aggressive manner or approach other parents about student issues or the student themselves. Parents may consider using a support person in order to ensure that their issue is addressed in a dispassionate way in the interest of all concerned.

### Dealing with a concern: Who, What, What if, When, and the Outcome

**WHO:** Teachers, the counsellor and leadership team are available to provide support for your child.

Your concerns will be discussed with the relevant people with appropriate regards to confidentiality.

**WHAT:** Be **specific** about your concern, (e.g. describe the incident and/or quote the words used.)

**WHAT IF:** Some parents believe that if they raise a concern, their child will be treated differently. All staff are professional people and do not do this. The Principal and District Director are required to see to this.

**WHEN:** You **will** be informed of the outcome in a timely manner. If you are concerned do ring the school to find out about progress. Sometimes it takes a while to follow up a matter as it may involve a number of steps and people. When this is the case we will let you know.

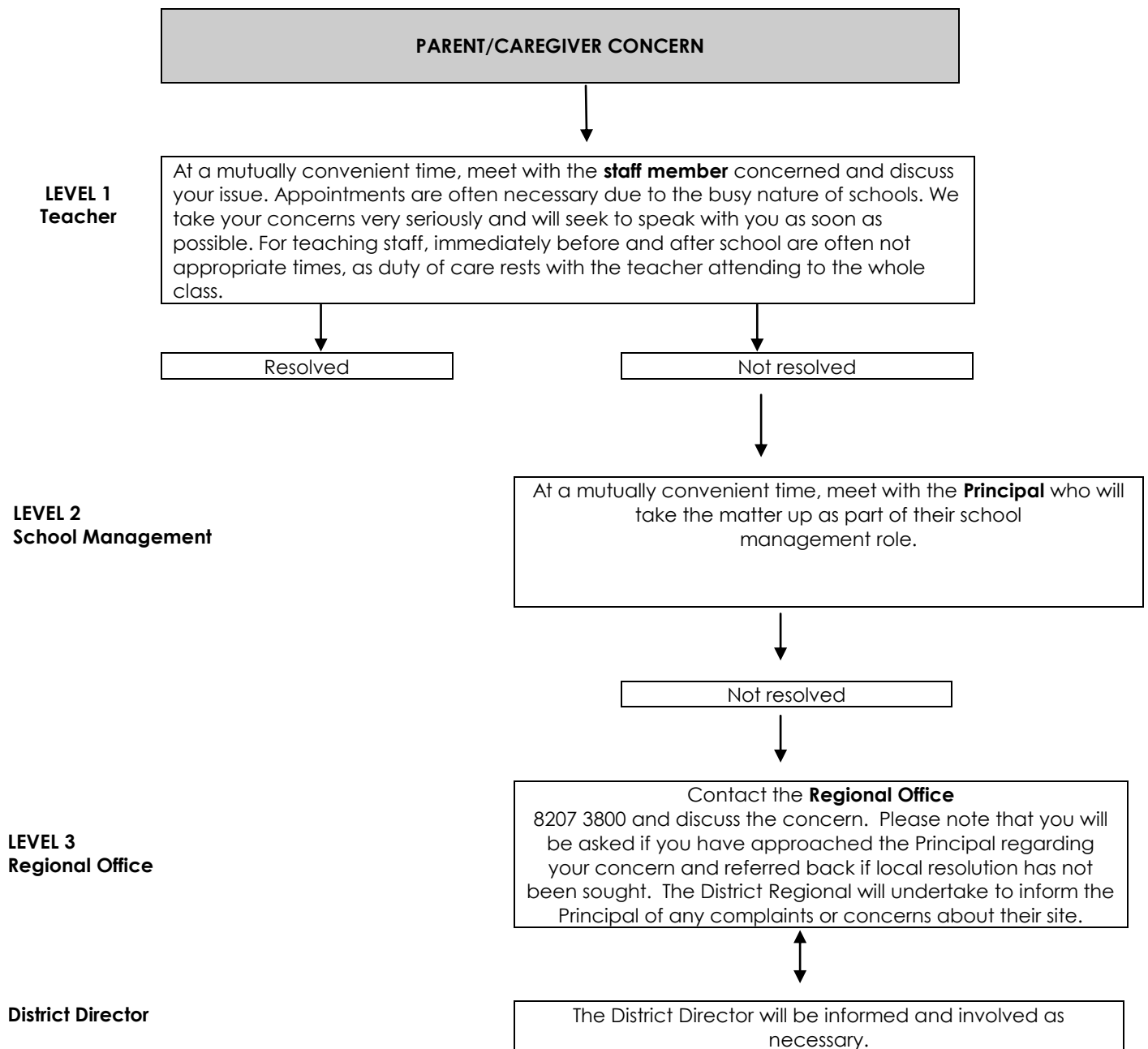
**OUTCOME:** We will generally verbally inform you of the outcome. In the case of a "serious" situation we may communicate the outcome in writing **to** give you an opportunity to respond if you wish and to ensure the matter is properly and fairly put to rest. We also appreciate you letting us know that you are satisfied with the outcome.

### Please Note

Under DECS Guidelines, parent bodies such as Governing Council and Parent Club must be directed by their Chairpersons **not** to discuss performance of students and school staff with parents.

# PARENTS AND CAREGIVERS FLOWCHART FOR RAISING A CONCERN

## CONCERNS SHOULD BE TAKEN UP IN THE FOLLOWING WAYS



### Key School Contact people 2014

- Class Teachers are the first point of contact for most concerns
- Lyn Langeluddecke (Principal) 85565060
- Dave Henty-Smith (Deputy Principal)
- Nicky Clark (Counsellor)
- Mel Justice (Senior Leader)
- Kris Mott (Senior Leader)

### Compliments:

The school needs to know what you feel it is doing well, so that we can ensure we keep improving and we can give positive feedback to people involved. Our culture is one of celebration of achievement.

We look forward to working in partnerships with families.

Lyn Langeluddecke