

INTRODUCTION

Effective partnerships between parents, students and our school are important to educational success.

One part of that partnership is trust and openness.

We need to be able to talk to each other when we have concerns, so that those issues can be worked out.

From time to time, you may have concerns or issues relating to our school.

It is important that you share these with us immediately before small issues become bigger issues.

Perhaps we haven't explained something very well. We need to know so we can put things right.

Perhaps you don't agree with a decision. We need to talk the issues through.

As a result, you could gain a better understanding of why we made that decision. Or we may need to reconsider our decision. Your contribution can help us improve.

HOW TO REGISTER YOUR CONCERN

We want to hear your concerns. We aim to provide a service that can be improved through your feedback.

Your first point of contact should be your child's class teacher.

You need to contact the school to make an **APPOINTMENT** to see your child's class teacher.

Appointments will only be made before classes commence or at the end of classes.

Our staff is encouraged to deal positively and sincerely with your concerns.

They will listen.

They will ask questions to make sure they understand.

They may take notes to help in following up your concern.

Our staff will help you take your concern to the right place.

If you wish to bring a friend or if you want help or support, such as an interpreter, we will be happy to help.

Issues you think are more serious should be raised with administration by making an appointment.

WHAT YOU CAN EXPECT

There are usually four phases in handling a concern. In most cases these can all be worked through quickly in one process.

PHASE 1 – RECEPTION

Try to state your concern calmly, clearly and courteously. Being aggressive will not help resolve the issue.

Staff will listen to your concern and make sure they understand it.

The teacher/administrator will summarise the main points. They will usually explain the school policy or procedure on the issue.

They will work out an action plan with you: what he or she will do, what you should do, what your child should do and when you will talk again.

They may deal with the concern or refer it to another person.

In many cases the staff member should be able to resolve your concern straight away.

PHASE 2 – DECIDING HOW TO HANDLE THE MATTER

Some matters must not be handled in our school. They must be referred to Education Queensland's central office, district office or perhaps the police.

These matters will need further investigation. In this phase a decision will be made about how the concern will be handled.

PHASE 3 – FINDING OUT ABOUT THE MATTER

In this phase the staff member handling the matter will try to find out all about your concern. They will try to understand the context and causes.

You should help by providing all the information you can.

The staff member may need to talk to people to gain a complete picture. As they do this they may begin to explore options to resolve the matter.

You can help them by focusing on a positive resolution of the matter. Your information will be treated confidentially (but where the matter must be investigated by an external agency it will need to be passed on)

You need to be aware that the person whom you have an issue or concern with usually has the right to be made aware of the concern.

PHASE 4 – RESOLUTION

The staff member who is handling your concern will use the facts that they have gathered to make a decision that is fair to all.

They will work to put things right for you and would appreciate your help to do this. They will make sure that you understand and accept the resolution.

OUR COMMITMENT

We are committed to dealing positively with your concern. It helps us learn how we can do things better.

We will try to make sure that your concern is resolved quickly. Sometimes a complex matter will take time. But we will always make sure you understand what we are doing and why.

Regards
Neil Collins and Suzanne Currin

TORQUAY STATE SCHOOL

Tavistock Street
TORQUAY 4655
Phone 07 41 944 333
Fax 07 41 944 300

[E - mail:www.torquayss.eq.edu.au](mailto:www.torquayss.eq.edu.au)

PUTTING THINGS RIGHT

**Our Positive Approach
To Managing Your
Concerns**

Torquay State School

