 Principles:
As a school we are committed to working together to meet the educational needs of the
children in our care.

This occurs most effectively when staff, students and parents are working towards the same
ends, which can only happen if there is trust, and open and effective communication between
the people who make up the school community.

Staff members and families who work well together, treat each other with respect and integrity,
and act to resolve concerns and conflicts promptly and effectively, promote a productive and
happy school environment that supports the wellbeing and safety of all its members.

What to do if you have a concern:
• In the first instance, discuss the question or concern directly with a staff member, stating
the problem clearly and objectively. Seek to resolve it in ways that respect the needs of
those involved. The issues will be more satisfactorily dealt with if you can negotiate a
mutually convenient time and place with the staff member.
• If your concern is not resolved to your satisfaction, discuss it with the Principal, and seek
their assistance in resolving the matter.
• On-going communication supports the resolution of problems and helps the school monitor
the situation over time.
• If you are still not happy after action has been taken, inform the Principal that your concern
still exists.
• If satisfactory resolution at the school level still does not occur you may contact the
Education Complaint Unit Ph 1800 677 435 or Education Director- Mid North Clare Cluster
(08) 8841 2000

You can assist resolution of the problem by:
• Addressing the issue, rather than ignoring it. Issues dealt with early are less likely to
escalate.
• Talking to staff.
• Stating the issue clearly and objectively, giving specific instances where appropriate.
• Seeking a “Win-Win” solution that attempts to meet the needs of those concerned.

Our mutual commitment when someone raises a concern:
• We will listen to concerns with an open mind and seek to understand them.
• We will maintain confidentiality.
• We will treat each other decently.
• We will investigate any relevant issues carefully.
• We will be committed to resolving any problems in ways that respect individuals and
attempt to meet the needs of all concerned as fairly as possible.
• We will attempt to communicate clearly, sensitively and objectively.

Endorsed by Governing Council 16th June 2014