

TYERS PRIMARY SCHOOL



Complaints & Concerns AGREED PROCESS



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**An agreed process for positively
resolving concerns in our school
community**

Why do concerns arise

Schools are very busy places - there are lots of things that happen, and there are many decisions made every day.

At the same time, the community is quite diverse, with many individuals or groups having vastly different opinions on how things should be done.

It is inevitable, therefore, that times will arise when some parents agree with the school's actions while others disagree and wish to discuss the matter with the school.

We here at Tyers Primary School welcome such discussions, and encourage parents to raise issues so that they may be dealt with seemly and resolved to the satisfaction of all concerned.

Complaints, after all, are not a negative experience – so long as they are dealt with positively by everybody.

The following process for presenting and managing community complaints or concerns has been developed by School Council and it is the way we will manage all complaints at our school.

Agreed Complaints Process

The following procedures are to be used to resolve complaints or concerns at our school.

STEP 1

Try and find out the facts before contacting the school. Many concerns are quickly resolved once the parents are aware of **all** the facts.

STEP 2

Let the school know via letter, telephone or in person that you have a concern, providing details of the issue to organize an appropriate time.

STEP 3

The school will investigate the concern and the most appropriate person will contact you to discuss the matter, or organizing a meeting. Almost 100% of problems are resolved at this point.

STEP 4

If, however, the matter remains unresolved, make a formal appointment to discuss the issue with the Principal.

STEP 5

The Regional Office can be contacted to help solve problems. The Principal can provide contact details, the webpage is provided on the back of this brochure.

Things to always remember

Problems are best resolved using a positive attitude. Anger is usually counter-productive to solving problems.

People need time to investigate and resolve many problems: a quick fix is not always possible or desirable.

Schools are large and complex - very few decisions will suit everybody.

There are always at least two sides to every story - with students there are often as many stories as there are children.

Not all disagreements can be resolved - sometimes we simply have to agree to disagree.

Opinions vary widely - disagreement is a natural part of life.

Everybody is doing what they believe is right, even if it's different to what we think.