

CONFIDENTIALITY

It is important that your concerns are kept confidential and, although at times you may wish to seek support from friends or an advocate, it is important to do this wisely.

When the matter is discussed in the student's hearing, it is important that the student understands that you have confidence that the issue will be resolved confidentially, at the school level. Criticism of the school or teacher does not support the child's education as it can undermine trust and confidence.

Similarly, members of the staff are expected to keep concerns that have been raised confidential and must not discuss the issue/s in front of students. Staff would also expect the matters to be resolved with parents and caregivers appropriately.

CONTACT DETAILS

Keyneton Primary School

Principal: Catherine Hull

Phone: 8564 8258

Fax: 8564 8332

Email: cathy.hull297@schools.sa.edu.au

Gawler Office

Education Director: Kathryn Bruggemann

Phone: 8522 0900

Dealing with Concerns

Code of Conduct for Parents

CONTEXT

Good relationships between home and school give our children a better chance of success. Student learning is at the heart of everything we do. Our learning and teaching programs are underpinned by our commitment to the following principles:

- A constant focus on quality and standards
- Equity and access for all students
- Accountability
- Partnerships

This document provides information about avenues of communication which strengthen the partnership between parents and the school providing quality education. It acknowledges the importance of the relationship between parents/caregivers and the teachers and other staff.

RAISING CONCERNS

From time to time situations may arise which you question or feel concerned about. Staff welcome the opportunity to discuss any concern you may have.

In the first instance arrange to talk to the person who knows about the situation.

Usually this is:

- The classroom teacher
- The yard duty teacher

If you still have concerns after meeting with the teacher you can arrange to chat with the principal.

It will always help the situation if you are calm and honest in your approach. Please allow a reasonable timeframe for the issue to be addressed.

PROCESS FOR RAISING CONCERNS

Please follow the steps below

Please do not enter school classrooms about a major grievance without prior arrangement. Do not approach children directly.

Arrange an appropriate time to speak to the relevant teacher(s) about the problem.

Let the teacher know what you consider to be the issue.

Allow a reasonable timeframe for the issue to be addressed.

If the grievance is not addressed arrange a time to speak with the Principal.

If, after a reasonable timeframe, you are still unhappy, please arrange a time to discuss the issue with the Education Director, Kathryn Bruggemann, at the Gawler Education Office.

The Education Complaint Unit can be contacted on 1800 677 435 if you are still not satisfied.