Vision
Our school has a commitment to creating a supportive learning environment in which parents/caregivers and teachers work together promoting and enacting our agreed values of Respect, Achievement and Participation. However, there will be occasions when parents/caregivers may have concerns about particular aspects of the school programme. With this in mind we have developed guidelines for parents that outlines a process for resolving problems.

The Resolution Process
If you have a concern or complaint:

Step 1.
Contact the staff member involved and arrange an appointment so that you can discuss the matter without distractions.

If you can’t speak directly to the staff member, telephone the school office. The office staff will arrange for the staff member to contact you as soon as possible.

If you feel uncomfortable approaching the school, a member of the Governing Council or another parent familiar with school procedures can support you to establish contact. A contact list for Governing Councillors is available in the Front Office.

Step 2.
If you consider the issue you have raised is not resolved, make an appointment with the Principal or Deputy Principal. Inform her/him about the subject that you wish to discuss as this will help with the problem solving process.

Step 3
Meet with the Principal or Deputy Principal. You may wish to arrange for another parent to support you by attending the meeting with you.

Step 4.
If you are still dissatisfied with the outcome of the meeting telephone or write to the Principal or Deputy Principal again to air your concerns because if we do not receive any further information from you we will assume that the issue has been resolved.

Step 5
Contact the District Director East Metro if the above steps do not lead to a satisfactory outcome and you wish to pursue the matter further. The contact number for the District Office is 8366 8864.
Important Points
If you believe that the issue is of a serious nature it may be advisable to take the concern straight to the Principal/Deputy Principal.

Throughout this process it is important to maintain confidentiality (particularly if the issue concerns the performance of a staff member or sensitive issues regarding other students and their families).

Members of the Governing Council can support parents/caregivers in resolving grievances or raising concerns at Governing Council meetings. Please note that complaints about individual staff members (teaching and non-teaching, and Deputy Principal) cannot be discussed at Governing Council meetings. These issues must be dealt with by the Principal, or Deputy Principal where appropriate. Complaints about the Principal must be directed to, and dealt with by, the District Director East Metro.

Throughout this process it is important that students learn that the school and the family are working together.

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Grievance Procedures for Parents and Caregivers

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