



St Arnaud Primary School

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Our school welcomes feedback and encourages parents to raise issues so they can be dealt with speedily and resolved to the satisfaction of all concerned.

The following guidelines have been developed to assist parents in addressing such concerns, a full copy of our Policy for “Addressing Parents’ Concerns and Complaints Effectively” can be found at <http://www.staps.vic.edu.au/>

1. In the first instance raise the matter with the school via telephone, note or personally at the office.
2. Remember that you have one side of an issue, others may have another version.
3. Contact with the school will best advise you as to who is the most appropriate person to make an appointment with. This may be a class teacher, Coordinator or the Principal.
4. Staff at the school will be able to explain school policy or Department of Education & Early Childhood Development requirements that may relate to your concerns. They may also refer you to the wide range of educational information on the school’s website or the Department’s website at www.education.vic.edu.au.
5. If the issue is not resolved, make an appointment to see the Principal to further discuss the matter. The Principal has the responsibility to ensure all issues are appropriately addressed and resolved. After this meeting you may need to:
 - To provide further information
 - Be prepared to monitor the situation with follow up phone calls or meetings with relevant staff member(s).
 - Be available for further discussion with appropriate people within the school as required.
 - Consider involving the support of outside agencies such as advocates, guidance officers or social workers. This can be arranged through the school.
6. If the matter is still unresolved you may seek advice from the Grampians Regional Office, phone 5337 8444. The role of the Region is to provide additional advice, support and feedback to the school in seeking a positive solution.
7. All issues and complaints must ultimately be resolved at the school level and the principal is the key person in reaching a satisfactory outcome. The school is committed to seeking a resolution to all concerns sensitively and with a commitment to listening and responding positively to all concerns.
8. We ask that all parties conduct any interactions in a positive manner and refrain from verbal abuse and/or threatening behaviour.
9. If any interaction between parents or members of the public and school based personnel involves verbal abuse and/or threatening behaviour, any discussion or meeting will be terminated. Discussion may only continue at an appropriate time when an agreement to continue in a professional and positive manner is given.

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