



## **Raising Concerns Procedure**

Gisborne Primary School life is diverse, active, vibrant and purposeful. Many decisions and actions are taken every day to ensure a professional level of care is taken in the delivery and development of your child's education. We welcome discussions with you should concern arise about school matters. Gisborne manages the resolution of concerns in an environment of mutual respect and confidentiality through our 'Agreed Concerns Process' outlined below.

Parent concerns are mostly commonly related to:

- The management of an incident between students at school.
- The education and wellbeing (or other) progress of their child.
- The development and implementation of school and general education policy.

Do not attempt to resolve issues that arise at the school between students by directly approaching a student, or a student's parent.

### **Agreed Concerns Process**

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

#### **Step 1:**

The first point of contact is generally the classroom teacher. Provide details to the relevant teacher as follows:

- In person from 8:40am – 8:50 am or 3:30pm – 3:40pm (Teachers are involved in meetings at 3:45pm)
- Letter or email. Alternatively a phone call to the office and leave a message. Please allow 24-48 hours for the teacher to look into the concern and respond.

#### **Step 2:**

- If your concern remains, contact the school via phone, email or letter, to make an appointment with the Assistant Principal / Principal outlining the unresolved issue. The school will investigate the concern and the most appropriate person (the wellbeing coordinator/teacher/principal/office staff/assistant principal) will contact you to discuss the matter, or to organise a meeting. Most problems are resolved by this point. Please allow 48 hours for the appropriate staff member to look into the concern and respond.

#### **Step 3:**

The Regional office can be contacted to help resolve problems. The Principal can provide contact details.

### **Tips to consider:**

The following suggestions are to ensure optimum understanding for all parties and for the best outcomes in relation to the resolution process:

- Problems are best resolved using a positive attitude in a respectful manner. 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 complex and diverse communities where people may have different opinions, therefore, not all disagreements can be resolved.
- There are generally two sides to every story, everybody is doing what they believe is right, even if it is different to what we think.
- Concerns that arise between students during out of school activities or on social media are generally not the responsibility of the school to resolve. However, these concerns will be followed up if applicable.

### **Formal and Informal meetings with school staff**

- In line with our value of 'Respect', brief unscheduled meetings before and after school should not be longer than 5 minutes as teachers have planning and meeting commitments.
- Meetings by appointment will be scheduled for 15-30 minutes as appropriate at a time to suit the parent /guardian and teacher/principal.
- Further meetings will be scheduled for any discussions that take longer than 30 minutes.
- Due to time restraints at parent / teacher interviews, concerns could be raised at this time, however, a subsequent meeting may be required to resolve matters.