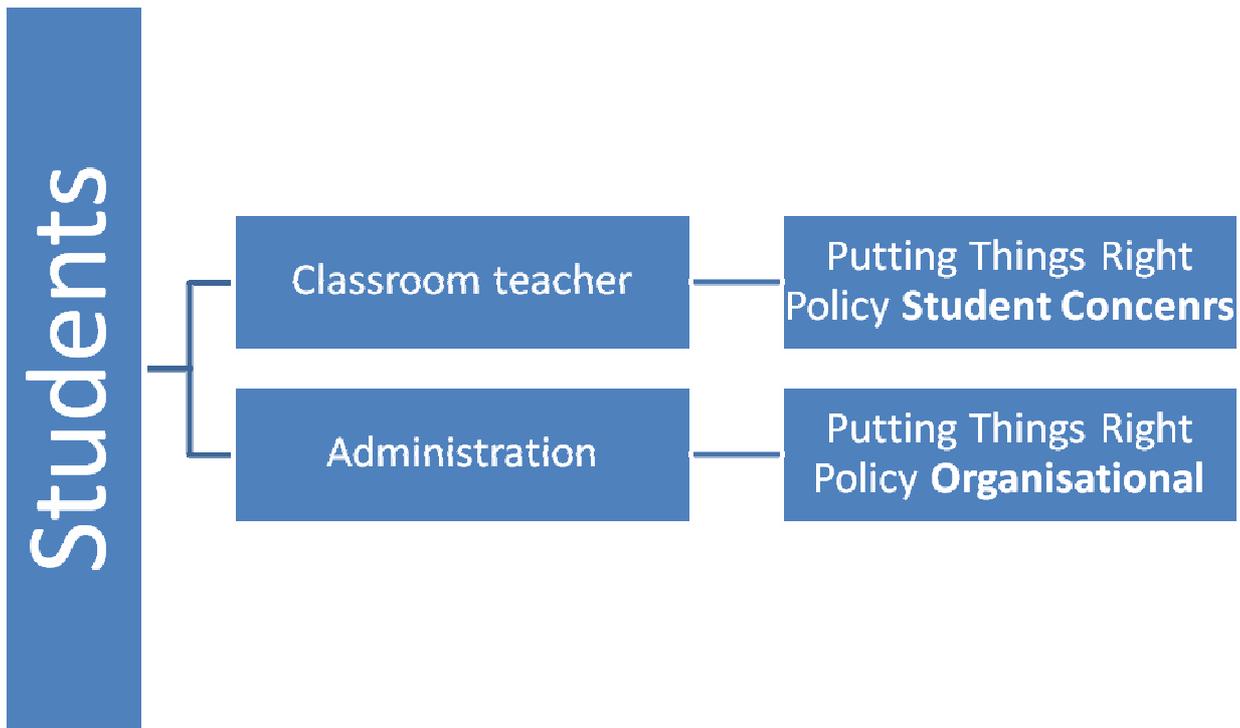


PUTTING THINGS RIGHT POLICY

Building a Respectful Partnership One Conversation at a time

Organisational Flow Chart for sharing of concerns



STUDENT CONCERN	ORGANISATIONAL CONCERN
PERFORMANCE	COMMUNICATION
BEHAVIOUR	FACILITIES
DIFFERENTIATION	FINANCIAL
POLICY PROCEDURE PERTAINING TO STUDENT SUCCESS	POLICY PROCEDURE PERTAINING TO THE GOOD ORDER AND MANAGEMENT OF THE SCHOOL
EMOTIONAL/SOCIAL	
EXTRA CURRICULA ACTIVITIES	
INDIVIDUAL GOALS	

Belgian Gardens State School

LATCHING ONTO EXCELLENCE IN OUR CLASSROOM

CONCERNS – PUTTING THINGS RIGHT POLICY

Effective partnerships between parents, students and our school are important to educational success. From time to time, you may have concerns or issues relating to our school or an incident. It is important that you share these with us immediately before small issues become bigger issues.

Your first point of contact for all concerns should be your child's class teacher. To make an appointment to see your child's class teacher please phone the school on 44 171 333 or call into the office. Appointments will only be held before or after school. Our staff is encouraged to deal positively and sincerely with your concerns.

- They will listen.
- They will ask questions to make sure they understand.
- They may take notes to help in following up your concern.
- Our staff will help you take your concern to the right place.

Issues you think are more serious or organisational issues should be raised with the Deputy or Principal by making an appointment through the office.

There are usually four phases in handling a concern. In most cases these can all be worked through quickly in one process.

PHASE 1 – RECEPTION

- Try to state your concern calmly, clearly and courteously. Being aggressive will not help resolve the issue.
- Staff will listen to your concern and make sure they understand it.
- The teacher/administrator will summarise the main points. They will usually explain the school policy or procedure on the issue.
- They will work out an action plan with you: what he or she will do, what you should do, what your child should do and when you will talk again.
- They may deal with the concern or refer it to another person.
- In many cases the staff member should be able to resolve your concern straight away.

PHASE 2 – DECIDING HOW TO HANDLE THE MATTER

Some matters must not be handled in our school. They must be referred to Education Queensland's central office, district office or perhaps the police. These matters will need further investigation. In this phase a decision will be made about how the concern will be handled.

PHASE 3 – FINDING OUT ABOUT THE MATTER

In this phase the staff member handling the matter will try to find out all about your concern. They will try to understand the context and causes. You should help by providing all the information you can.

The staff member may need to talk to people to gain a complete picture. As they do this they may begin to explore options to resolve the matter. You can help them by focusing on a positive resolution of the matter. Your information will be treated confidentially (but where the matter must be investigated by an external agency it will need to be passed on). You also need to be aware that the person whom you have an issue or concern with usually has the right to be made aware of the concern.

PHASE 4 – RESOLUTION

The staff member who is handling your concern will use the facts that they have gathered to make a decision that is fair to all. They will work to put things right for you and would appreciate your help to do this. They will make sure that you understand and accept the resolution.

OUR COMMITMENT

We are committed to dealing positively with your concern. It helps us learn how we can do things better. We will try to make sure that your concern is resolved quickly. Sometimes a complex matter will take time, but we will keep you informed.