



Parent Concerns and Questions

As a school we are very keen to work closely with parents and carers to maximise your child's learning, to support their overall wellbeing and growth, and to provide opportunities in preparing them for an ever changing world.

We encourage our students to become responsible learners, to challenge themselves to succeed, and to take responsibility for their own actions and consequences.

As you would appreciate, with over 1000 students at the school coming from around 700 families, structure and policies need to be in place to allow for mutually beneficial communication between the school and parents.

In general, if a parent calls the school to discuss a learning based matter they will be directed in the first instance to the classroom teacher. The relevant Subject and/ or Year Coordinator will also be notified of the parent contact.

The teacher will contact the parent as soon as possible, recognising their teaching, supervisory and administrative obligations (Normally within 48 hours). The teacher will let the Subject and/ or Year Coordinator know whether the issue has been resolved at this level.

Parents should be aware that the Year and Subject Coordinators work collaboratively in helping teachers to understand the nature, backgrounds and needs of individual students and to resolve issues that may arise.

If the issue has not been resolved at the teacher level, the relevant Subject Coordinator would be the next point of contact for a parent.

In circumstances where a parent feels extremely uncomfortable speaking to the teacher they may contact the relevant Subject Coordinator to mediate or to seek advice. The Subject Coordinator will follow up the matter with the teacher.

In this situation, the Subject Coordinator will determine the appropriate level of confidentiality that is needed, recognising both the rights of the complainant and procedural fairness for the staff member.

If the issue has still not been resolved, the Leader of Student Wellbeing (Wellbeing issues), and/or the Instructional Leader of Curriculum (Curriculum / Assessment issues), could then become involved. They would then notify the Assistant Principals of the actions that have taken place.

The primary role of Year Coordinators is one of a pastoral and wellbeing nature. Year Coordinators are also able to provide an overall picture of a student, whilst not having responsibility to resolve subject-based curriculum issues, which are the primary responsibility of the teacher and, if required, the relevant Subject Coordinator.

Where issues cross subjects, then generally the Year Coordinator will be involved with teachers and Subject Coordinators in working with the student and parents to resolve the matter, with the support of Wellbeing / Learning Enhancement staff (e.g. Leader of Student Wellbeing, Counsellor, School Psychologist, Learning Enhancement Team) and the Aboriginal Educator, Mr Mark Rose, where applicable.

If parents feel that their concerns have still not been resolved or further clarification is desired over a matter or incident, then they can contact the Assistant Principals.

If the matter is still not resolved it would then be considered appropriate to arrange a meeting with the Principal through the Executive Assistant, Mrs Linda Chaim.