

# Parental Concerns Procedure

If parents have any concerns or queries relating to their child's learning or incidents that occur at school, they should follow the process outlined below:

1. In the first instance, contact the child's classroom/home room teacher.
2. If they feel they need to discuss the matter further, they should make an appointment to see the appropriate Year Level Leader.
3. If they feel that their concerns are still unresolved, they should make an appointment with the appropriate Deputy Principal.
4. If they feel that their concerns are still unresolved, they should make an appointment with the Principal.
5. Matters still unresolved following this process can be directed to the formal complaints process.

We are all here to work co-operatively towards the best possible education for our students, and we all need to be ready and willing to work collaboratively to achieve a successful outcome.

**GOT A CONCERN? LET'S GET IT SORTED**

If something is making you unhappy talk to someone to help solve the issue.

**In the first instance: Contact Classroom Teacher**

**Concern unresolved? Make an appointment with  
Year Level Leader**

**Concern still unresolved? Make an appointment  
with Deputy Principal**

**Concerns remain unresolved. Make an  
appointment with Principal**

**Matter still unresolved after this process, then see:  
Formal Complaints Policy**