



Glenelg Primary School

Establishing Positive Relationships

Have you got a problem?

Your ideas/concerns may relate to staff/student relationships, classroom or yard issues, behaviour, school policies, grounds, curriculum etc. Any issues with regard to your child's schooling are of concern to us. We believe that it is important for concerns to be kept confidential so that they are better able to be resolved. All issues are best dealt with in a calm and friendly manner as soon as they arise.

The following guidelines may assist if you have a concern.

1. Contact the most relevant person, ie the class teacher for classroom issues, the principal or deputy for school issues. (Making an appointment ensures the most productive use of time available).
2. Let the person know what the issue is that you wish to discuss so that they are better able to provide you with accurate information. If you feel the issue raised is unresolved at the end of the meeting, it is important that you state this.
3. If the issue is not resolved, make an appointment with the principal or deputy principal. Let them know the issue that you wish to discuss as this will help them to prepare for the meeting.
4. Meet with the principal or deputy. The meeting may result in any of the following:
 - the situation is followed up
 - further discussions with the people involved
 - outside support for the child/school or family may be sought
 - the issue is resolved
5. If at any stage of the process there is value in organising a follow-up meeting to share successes or ongoing concerns we urge you to do so. If the school does not receive further information, it is reasonable to assume the issue has been resolved.
6. If after steps 1-4 you are still dissatisfied, approach the Assistant Regional Director or the Southern Regional Office who will try to assist you to resolve the issue. The expectation of the Assistant Regional Director will be that the above steps have been followed. The Assistant Regional Director will contact the school and assist with negotiations between yourself and the school.

◆ **District Directors are also keen to hear about our successes!**

Parent/Caregiver issue

At a mutually convenient time speak with a relevant staff member to discuss your concern.

Resolved

Not Resolved

Approach the Principal/Deputy Principal and arrange a mutually convenient time to discuss your concern

You will be asked what discussions you have had with the teacher.

Resolved

Not Resolved

Contact the Assistant Regional Director to discuss the concern.
Noarlunga House,
Noarlunga Centre, SA 5168
Ph: 8207 3761

You will be asked what discussions you have had with the Principal.

The Regional Office will contact the school to discuss the concerns.

Discussion between school and parent/caregiver re the issue.

Issue Resolved

- ◆ Please remember, we cannot solve a problem that we do not know about.