

**KENSINGTON PRIMARY
SCHOOL**



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DEALING WITH PROBLEMS

Information for Parents

When you have a problem

Try to identify the problem clearly before going to the school. If there is more than one problem, list them to ensure that the extent of the problem is clear to the school.

Decide whether the problem is a concern, an enquiry or a complaint. This will help in finding a solution.

Make an appointment to talk with the teacher. This can be arranged through the school office. If your concern is about the conduct of a staff member, you may prefer to discuss the matter with a school administrator.

Try to stay calm. Even if you don't feel it, being calm will help to get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.

Procedures for making complaints

At all stages, staff will work with you to work out an agreed plan of action and timeline.

If you need assistance in resolving a concern or complaint

Staff will help you:

- obtain information about school policies and procedures
- make enquiries about student programs, performance and behaviour
- clarify a problem and register a concern with the school
- direct letters of enquiry or complaint.

STEPS FOR PARENTS

SCHOOL LEVEL RESOLUTION

Stage 1: Discussion with staff member

Contact the class teacher or other relevant staff member to discuss your complaint. This is best done by making an appointment through the school office. The staff will work with you to resolve the problem.

Stage 2: Review or investigation at the school level

Contact the principal who will work with you and the staff member to resolve the problem. You may wish to formalise your complaint. To do this, you may write to the principal who will acknowledge the complaint with a written reply as soon as possible, even if a resolution is not available at this stage. The principal will consider the issue and identify what action is to be taken and by when, and will clarify the process if a formal complaint is to proceed. The principal may seek the support of the Manager Regional Operations or other relevant region staff.

This action and timeline will be confirmed with you in writing.

You should be aware that when a complaint is made in writing about the conduct of an individual staff member, that staff member will receive documentation of the substance of the complaint and, in most cases, the name of the complainant.

REGIONAL LEVEL RESOLUTION

Stage 3: Regional resolution

If resolution is not reached at the school level, contact the Manager Regional Operations at your regional education office for assistance in resolving the issue. This will involve an independent review of the situation and may include mediation.

The Managers Regional Operations can be contacted through your Regional Education Office. Addresses and telephone numbers for the Regional Office is listed below:

South Metro Regional Education Office
184 Hampton Road
SOUTH FREMANTLE, WA 6162
Tel: 9336 9563

CENTRAL RESOLUTION

Stage 4: Formal complaints

In those exceptional circumstances where a formal disciplinary process may be required, the complaint should be forwarded to:

PRIVATE AND CONFIDENTIAL
Executive Director
Professional Standards and Conduct
Department of Education
151 Royal Street
EAST PERTH WA 6004

Wherever possible matters will be dealt with at the local level.