



Mount Pleasant Primary School

Concerns and Complaints

Advice for Parents

Step 1. Think about the problem.

- Before you approach the school it is important to be clear about the issue you wish to raise. Focus on the things that genuinely affect your child.
- It is easy to become emotional when discussing an issue involving your child, but it is really important to remain calm and be prepared to listen to additional information or circumstances you may not have been aware of.
- Think about what the school might be able to do to help. What would be an acceptable outcome for you and your child?
- Checking school and Department of Education (DE) policies and guidelines might help you clarify the situation.
- Remember, the school wants a happy, respectful environment for everyone and staff want to work with parents and students to achieve the best outcome for all.

Step 2. Contact your child's teacher.

- A brief note outlining your concerns will bring the teacher's attention to the issue, and may be all that is necessary to resolve the issue.
- Or, call the school to arrange an appointment with the teacher to discuss the matter over the phone or in person. Let them know beforehand what you wish to speak about.
- Once you have spoken with the teacher, give them a reasonable amount of time to address your concern.

Issue resolved? That's great! Thanks for taking the time to contact the school directly.

Issue unresolved? Go to Step 3.

Step 3. Contact the Principal.

- If the issue remains unresolved after discussion with your child's teacher, you should make an appointment with the Principal.
- If a classroom teacher or other staff member is to be involved, the meeting will probably be after school hours.
- Again, please give the Principal and staff time to fully explore your concern and find the most suitable outcome.
- It is important that your conversation with the school remain calm and respectful. If you find it difficult to discuss your complaint or concern in person, please write/email your concerns and post or deliver it to the school office.

Issue resolved? You and your child are important members of the school community, and it's great that we could help.

Issue unresolved? Go to Step 4.

Step 4. Contact the Regional Office.

- If you have been unable to resolve the issue after speaking with the Principal, you can contact the Department of Education's Regional Office on 1300 333 232 and ask to speak with a Community Liaison Officer.
- Someone will then be able to provide you with advice and assistance. They may direct your complaint to other staff or another branch within the Department. They may also ask you to submit a formal, written complaint to be reviewed.
- The Regional Office will work with you and the school to resolve the issue.

Issue resolved? It's great that we can all support each other to find a resolution.

Issue unresolved? Go to Step 5.

Step 5. Contact the Central Office.

- Contact with the DE Central Office should only be considered when all other steps have been explored.
- This contact should be made in writing, using the Department's Parent Complaint Form, available from <http://www.education.vic.gov.au/Documents/about/contact/parentcomplaintform.pdf>
- If you would like further information, please visit <http://www.education.vic.gov.au/about/contact/Pages/complaininfo.aspx>