

Raising concerns informally with a staff member or School Coordinator will often quickly resolve an issue. But if not, where an action or decision is considered to be unfair or inappropriate, there is the right to raise a complaint and have it considered seriously.

The aim of our school's Concerns and Complaints procedure is to produce a solution that is acceptable to the individuals or parties involved.

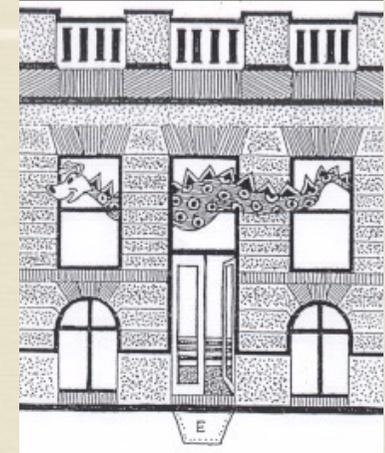
Unfortunately, sometimes it will not be possible to reach a resolution that satisfies all those concerned. The school's procedure ensures that all complaints are dealt with appropriately and that a clear response is provided at each stage of the process. As a last resort, arbitration or legal advice may be initiated by the school.

Please note, participation in the procedure does not override any requirements in regard to withdrawing a child from the school.

Good relationships
between Lance Holt School
and its community give our
children a greater chance of
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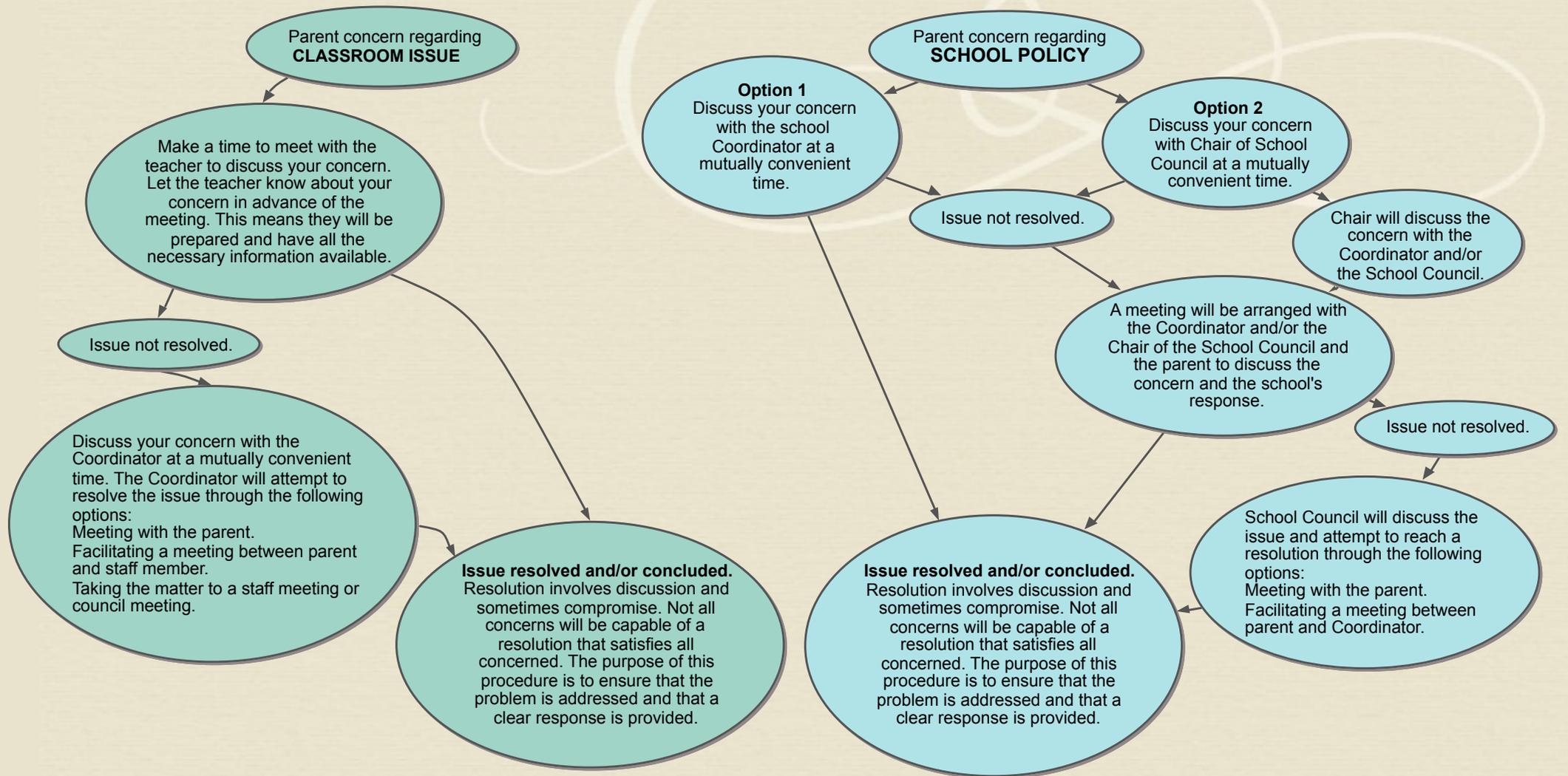
What do I do if I have a concern?



Good relationships between Lance Holt School and its community give our children a greater chance of success at school.

It is only natural that from time to time parents will have concerns about what happens at school. The school welcomes suggestions and comments from parents and others, and takes seriously complaints and concerns that may be raised.

Our Concerns and Complaints procedure aims to diffuse problems and provide the school with helpful information. Complaints treated as constructive suggestions can be used to improve standards and may prevent cause for further complaint.



Parent concern regarding
CLASSROOM ISSUE

Make a time to meet with the teacher to discuss your concern. Let the teacher know about your concern in advance of the meeting. This means they will be prepared and have all the necessary information available.

Issue not resolved.

Discuss your concern with the Coordinator at a mutually convenient time. The Coordinator will attempt to resolve the issue through the following options:
Meeting with the parent.
Facilitating a meeting between parent and staff member.
Taking the matter to a staff meeting or council meeting.

Issue resolved and/or concluded.
Resolution involves discussion and sometimes compromise. Not all concerns will be capable of a resolution that satisfies all concerned. The purpose of this procedure is to ensure that the problem is addressed and that a clear response is provided.

Parent concern regarding
SCHOOL POLICY

Option 1
Discuss your concern with the school Coordinator at a mutually convenient time.

Issue not resolved.

Issue resolved and/or concluded.
Resolution involves discussion and sometimes compromise. Not all concerns will be capable of a resolution that satisfies all concerned. The purpose of this procedure is to ensure that the problem is addressed and that a clear response is provided.

Option 2
Discuss your concern with Chair of School Council at a mutually convenient time.

Chair will discuss the concern with the Coordinator and/or the School Council.

A meeting will be arranged with the Coordinator and/or the Chair of the School Council and the parent to discuss the concern and the school's response.

Issue not resolved.

School Council will discuss the issue and attempt to reach a resolution through the following options:
Meeting with the parent.
Facilitating a meeting between parent and Coordinator.