

Complaint Management

From time to time, issues arise within the school community that may cause concern, emotional upset and/or distress. Most issues can be readily resolved through effective communication and explanation. At times, concern is based upon misinformation. At other times, concern is well founded and the raising of the issue permits the school to reassess procedures to further benefit students.

Initially, parents should respectfully contact the class teacher or the appropriate member of staff to discuss issues of concern. Through rational, calm discussion, issues can be explored within context, understood and action put in place to achieve a meaningful resolution. Should this approach prove unsatisfactory, parents and carers should approach the appropriate school leader, i.e. Deputy Principal Years Prep and Yr 1, Deputy Principal Years 2 and 3, Deputy Principal Year 4 and 5 or Deputy Principal Year 6 and Specialists. Initial contact may be made by email, or by arranging a mutually convenient time through the office. Time will be needed to investigate the issue before a response can be made. At times, parents and carers may seek to speak directly with the Principal.

Parents and carers are reminded of the Eatons Hill State School Enrolment Agreement – it is the responsibility of parents and carers to treat school staff with respect; and support the authority of school staff thereby supporting their efforts to educate your child.

Calm, polite, non-threatening communication, which provides complete, factual information in a timely manner achieves the best resolution. In most instances, members of staff are told of complaints made about them and offered the right of reply. At Eatons Hill State School, respectful communication is highly valued by staff, students, parents and carers.