

Talking With My School

A process to address concerns



BUILDING OUR FUTURE

WEMBLEY
Primary School

Talking With My School

Mission

Our mission at Wembley Primary School is to maintain a learning community that empowers our students to engage in meaningful learning with confidence, courage and empathy by providing an education that inspires every child to contribute to the betterment of society.

Rationale

As a parent or caregiver, you play a vital role in your child's learning. At Wembley Primary School, we believe that positive engagement and building a strong relationship between home and school is essential to your child's learning. Effective, timely and transparent communication is the key to the success of this relationship.

We are committed to responding promptly to your enquiries, concerns, complaints, suggestions and compliments.

If we haven't responded to your enquiries, concerns, complaints, suggestions and compliments within 2 school days, please re-contact the school.

Before contacting the school with an enquiry, concern or complaint we suggest you:

- › Check the school website and communications for further information;
- › Reflect, clarify and write down your enquiry, concern or complaint;
- › Make a list of relevant information specific to your enquiry, concern or complaint; and
- › Consider taking a support person with you if you feel nervous about talking about your enquiry, concern or complaint.

The next step is to arrange an appointment with the most appropriate person at the school. This can be done by phoning the main office or speaking or emailing the person directly. Contact details can also be found on the school's website and in the classroom information booklets.

Where to direct your enquiry or concern

The matrix below lists the type of enquiries, concern or complaint that are addressed by each body.

School	Board	P&C
<p>It is expected the vast majority of matters will be raised and managed by the school including:</p> <ul style="list-style-type: none"> › Child(ren)'s learning, development and wellbeing; › The organisation, delivery and management of school activities and programs; and › Queries, concerns and complaints. 	<p>Matters relating to:</p> <ul style="list-style-type: none"> › Broad strategic directions as articulated in the Business Plan; › Board meetings and membership; › Sponsorship opportunities; › School uniform policy. 	<p>Matters relating to:</p> <ul style="list-style-type: none"> › Community initiatives; › School uniform sales and enquiries; › Parent representatives; › School canteen; › Volunteering; and › Fundraising and community events.

It is the school's expectation that the vast majority of enquiries or concerns will be dealt with thoroughly and effectively by the teacher/s.

If you are not able to reach a satisfactory outcome regarding your enquiry or concern. If previous issues reappear.

If you are unable to achieve a satisfactory outcome with the class teacher or Deputy Principal.



We expect that your child's class teacher is the most appropriate person to address the majority of your enquiries or concerns including:

- EMOTIONAL WELLBEING**
Happiness at school or other factors that may affect learning.
- SOCIAL WELLBEING**
Friendships matters, bullying.
- GENERAL BEHAVIOUR**
Incidents at school or home.
- ACADEMIC PROGRESS**
Assessment, reports, homework.
- ATTENDANCE**
Or any other aspect of school life that is impacting on your child's education.

All matters relating to teachers and students that have not been resolved with the class teacher(s).

Discuss your enquiry or concern with the principal if:

- You were not able to achieve a satisfactory arrangement regarding your enquiry with the class teachers or deputy principal.
- Your enquiry or concern is about the conduct of a teacher or another member of school staff.
- Your enquiry or concern is regarding a major safety, security or legal matter.

So that we can deal with your enquiry or concern thoroughly and effectively, we ask that you direct it to the most appropriate person, or ask for assistance at the office.

