If a parent has a problem, query or complaint, he or she may take the following steps to air his or her grievance and have the problem resolved. We suggest that you take these steps in the order set out below.

1. Approach the Teacher directly involved in the particular situation.

2. If you feel that the issue hasn’t been resolved through step one, contact the Principal or one of the Deputies for assistance.

3. If a satisfactory solution has not been found, make another appointment to meet with the principal (or deputy).

4. After Step 3, you may wish to contact the District Director (ph: 8724 5300) if a satisfactory resolution hasn’t been reached.

5. You may prefer to contact the chairperson or a member of the Governing Council for his or her assistance; this must be in a confidential and discreet manner. The role of the School Councillor is to support and advise you, but not act on your behalf.

N.B. It is important that you contact someone, and particularly the person or persons directly involved, as soon as possible so that the issue can be dealt with at an early stage. Please remember that what might seem trivial and minor to you, may be quite major in the eyes of your child. For the sake of your child and his or her well-being and happiness, it is important that the matter is resolved as soon as possible.