WOONGARRAH PUBLIC SCHOOL Approaching Your School



A guide for seeking information and expressing concerns

Our aim is, in partnership with parents, families and communities, to create the best possible environment for learning by our students with open and honest channels of communication, both inside and outside of our school.

We strongly encourage you to get to know your child's classroom teacher as they will be your first and primary contact with the school. We want to resolve any issues that arise as promptly and professionally as we can.

Who should you speak to?

Should you have any concerns about your child's school experience we ask that you contact your child's teacher in the first instance. Make an appointment and organise a time to talk with the teacher in an unhurried and confidential atmosphere.

If the teacher cannot resolve the issue, or provide you with a satisfactory response, the teacher or you may ask for the issue to be addressed by a member of our school management team. Either way, we are confident we will be able to reach a solution quickly.

CONCERN	APPROPRIATE ACTION
The academic progress or welfare of your own child	Contact your child's teacher either by note, by phone or in person to arrange a suitable time to discuss any issues. If possible, state the nature of the concern to allow the teacher time to collect any information that may assist.
Actions of other students	Contact the class teacher for further information, as above. The class teacher may ask for the stage supervisor to address the issue in some cases.
School policy or practice	Contact the office and state nature of concern. The office staff will advise you of the appropriate person to meet with (e.g. stage supervisor, sports coordinator, LST coordinator, Deputy or Principal) and assist you to make an appointment to meet with the appropriate member of staff.
Actions of a staff member	Contact the office and state nature of concern. The office staff will advise you of the appropriate person to meet with (e.g. teacher, stage supervisor or Principal) and assist you to make an appointment to meet with the appropriate member of staff.
Change of information	Contact the office to convey information about change of address, telephone number, emergency contact, custody details, health issues, medication etc. This can be done in person, on the phone, or via email.

Executive Supervisors:

HB5,6,7,8 Mrs Buhr HB9,10,11 Miss Wigney HB1, 3, 4, 21, 22 Mr Jennings

HB12, 13, 14 Mrs Kerr-Thomson HB15,16,17,18,19 Mr Smith

In addition to the expertise and experience of our teachers and school management and leaders, we have a range of services available to support students and families. Our school's guidance counsellor is available to discuss issues concerning your child as is the Learning Support Team Coordinator. Please contact the school for an appointment.

If you feel that we cannot resolve any concerns you may have after talking to your child's teacher, a member of the school executive and ultimately the principal you can contact the School Education Director responsible for this school. The School Education Director is located in the Gosford office of the Department of Education and Communities, Level 3, 40 Mann Street, Gosford, 2250 or on telephone number 4348 9100.

Complaints

Your suggestions and complaints are valued as they enable staff to address your concerns and improve the quality of service. We will strive to remedy problems promptly and deal with each matter fairly. In most cases an appeal process is available if you are unhappy with the outcome.

How you can make a suggestion or complaint

You can make a suggestion or complaint orally or in writing. If made orally it may need to be put in writing later. We can assist you to do that. You can use the form that is available. Its use is optional. Request assistance if you need help. It is preferable that you give your name and sign your complaint. Anonymous complaints can be acted on only in certain circumstances. Complaints can be made to the Principal.

How your suggestion or complaint will be handled

When a suggestion or complaint is received it will be assessed in terms of its nature and seriousness. We will acknowledge it and we can give you an indication of the likely timeframe for dealing with it. If it is about a policy or process rather than about a person, then the remedy and systems improvement procedure will apply. If it is about a person, but not about an alleged serious breach of policy or procedure, then the negotiation procedure will apply. If it is about a person, and it is about an alleged serious breach of policy or procedure, then the investigation procedure will apply.

For more information you can:

Visit the DEC web site at http://www.dec.nsw.gov.au/about-us/how-we-operate/how-we-handle-complaints