

Where Else Can I Go?

If your enquiry/concern has not been resolved by the school principal or there is a reason you do not want to contact your school directly, you can contact the Albany Regional Education Office.

The Coordinator of Regional Operations can be contacted at:

Albany District Education Office, 85 Serpentine Road, ALBANY WA 6330

The next level for consideration of an unresolved enquiry/concern is to write to the Director General. You may lodge a written description of your enquiry/concern and the steps you have taken to achieve a suitable outcome. The Director General may appoint someone to review your enquiry/concern.

Director General

Department of Education

151 Royal Street

EAST PERTH WA 6004

Other Useful Contacts

The Standards and Integrity Directorate at the Department of Education offers general advice on matters related to staff conduct.

Call 1800 655 985

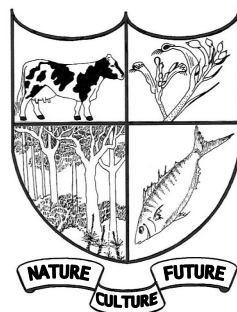
The Equal Opportunity Commission offers advice about discrimination.

Call 1800 198 149

The State Ombudsman can be a final recourse if your enquiry/concern remains unresolved.

Call 1800 117 000

Walpole Primary School
1 Swan Street
WALPOLE WA
6398
Ph: 9840 1020
Fax: 9840 1334
walpoleps.wa.edu.au



Walpole Primary School

Talking with my
School-
Disputes and
Complaints Procedures

2015



At Walpole Primary School, we are committed to responding promptly and helpfully to enquiries, concerns, suggestions and compliments.

Do you want to speak to someone at Walpole Primary School about a particular enquiry or concern?

As a parent or carer, you play a vital role in your child's learning. It is important that there is a positive relationship and effective communication between home and school.

Before contacting the school you may want to:

- ◆ Clarify your enquiry/concern
- ◆ Write down your thoughts, including specific information
- ◆ Remember that the school is working with you for the benefit of your child



Take a support person with you if you feel nervous about talking to the school.

The first place to go with your enquiry/concern is to the class teacher if it is about your child/s

- ◆ Academic progress
- ◆ General behaviour
- ◆ Homework
- ◆ Assessment
- ◆ Attendance
- ◆ Social/emotional well-being.



Aim to give all the relevant information and discuss all the possible outcomes/options for addressing your enquiry/concern.

With input from the teacher, settle on an option that is practical and can be achieved.

Talking to the Principal

If you feel you are not able to achieve a satisfactory arrangement regarding your enquiry/concern with the class teacher or your concern is about the conduct of a staff member, you should discuss your concern with the principal.

The principal will listen to your enquiry/concern and will need time to discuss your enquiry/concern with all relevant parties.

If your verbal complaint is complex or very serious, you may be asked to restate the complaint in writing or sign a written summary prepared by the principal

Your enquiry/concern will be managed according to established school and department policy and procedures.

Complaints will be handled promptly, confidentially and in accordance with procedural fairness