



# Lake Clarendon State School

## Communication Management Process

### 1. TEACHER

In the first instance, a concern about aspects such as learning, teaching, behaviour management, assessment, homework, results or playground incident should be addressed with the class teacher. Initial contact can be made in a respectful manner through an informal discussion, email or phone call. A follow up face to face meeting might be required for further clarification. Parents may choose a face to face meeting as the initial contact after establishing a mutually convenient interview time that allows for a full discussion. Should the problem not be addressed or require further school intervention parents may either meet with the teacher again or advise the teacher that they will be seeking assistance from the Sector Leader (if assessment related) or Principal.



### 2. TEACHER / SECTOR LEADERS

The Sector Leader and possibly the class teacher will review the original concern in the context of what has happened since the first contact with the class teacher. Discuss the strategies used and outcomes achieved and what problems still exist. Decide on future course of action and review dates.

Should the problem not be addressed or require further intervention, parents may either meet again with Guidance Officer or advise the teacher that they will be seeking assistance from the Principal.

Sector Leaders – P-3 Renee Pennycuik ([rpenn32@eq.edu.au](mailto:rpenn32@eq.edu.au))

4-6 Michelle Minehan ([mmine6@eq.edu.au](mailto:mmine6@eq.edu.au))

Guidance Officer Kimberly Browning ([kbrow3@eq.edu.au](mailto:kbrow3@eq.edu.au))



### 3. PRINCIPAL

The Principal will review all actions and discussions completed so far and decide to either intervene and plan a course of action or finalise the original issue as decided by the Sector Leader or Teacher.



### 4. DET - REGIONAL OFFICE

If you believe that the Education Act has not been adhered to by the school you may contact the Department of Education and Training's Regional Client Services Officer. The Client Services Officer will take your details, listen to your complaint and then contact the principal with legislative, policy and procedure advice if and where appropriate.

## Concerns

From time to time you may have concerns about your child at school or the operations of the school such as learning, teaching, behaviour management, assessment, homework, results or playground incident. These concerns may grow into bigger issues if you don't talk to the school staff about them. Department of Education and Training (DET) is committed to ensuring that all parents have their concerns dealt with in a fair and equitable manner and there are processes and support structures in place to enable parents to work through any issues you may have.

At Lake Clarendon State School we believe that effective partnerships between parents, students and our school are paramount to educational success. One part of that partnership is trust, respect and openness. We need to be able to respectfully talk to each other when we have concerns, so that those issues can be worked out. You may at times, have concerns or complaints relating to your understanding of something at our school. It is important that you share these with us so we can reflect on our practice.

## Checking your understanding

The first step with any concern you have should be to check your information with the classroom teacher or relevant staff member. You can do this by phoning the relevant staff member on 54666333 or via email. These days, emails are the most successful form of communication in getting a prompt reply. Sometimes staff members are not available to respond to phone calls immediately as they may be in class, off site or have made previous appointments. Generally most calls and email replies will be returned within 24 hours.

Our Parent Representative on our School Council is also available to you for clarification. If the concern is regarding the operations of the school and/or direction of the school, please contact Tim Saal 0400104332 ([timsaal@bigpond.com](mailto:timsaal@bigpond.com))

If, having clarified the information, you still disagree with an action or a decision, then you may wish to seek further clarification from the Sector Leader or Principal.

## Seeking clarification or making a complaint

We aim to provide a service that can be improved through your feedback.

To seek further clarification or make a complaint, email, write to school or telephone on 54666333. Sometimes we are unable to put your call straight through to the relevant person. In these cases, our office staff will pass on your message to the relevant person.

If you wish to discuss the matter in person, please telephone the school to make an appointment.

Due to the busy schedules of the leadership team, parents are advised if they wish to speak directly to a Sector Leader, Guidance Officer or Principal, that they phone the school prior to their visit to make an appointment. This enables the relevant person to arrange their calendars so that quality time can be spent discussing your concern.

If you decide to come to the school without an appointment it is important to note that we cannot guarantee that you will be able to see the Sector Leader, Guidance Officer or Principal as often they are in the middle of scheduled appointments or meetings or are off site. This not only causes you an inconvenience as you have travelled especially to the school but also places the office staff in an uncomfortable situation, as they are unable to assist you with your needs.

If this situation arises, then our office staff will take down your details and contact number and as soon as the relevant officer is available they will give your message to them for their action. Office staff are not trained, nor responsible for making any decisions around parent complaints or school operations. Our staff are encouraged to deal positively and sincerely with your concern. They will listen. They will ask questions to make sure they understand. They may take notes to help in following up your concern. They will help you to take your complaint to the right place.

Hostility is not acceptable by any party. Try to state your concern calmly, clearly and respectfully. Being aggressive will not help resolve the issue, and could if continued, lead to termination of the interview or in some cases result in a trespass notice being issued to the parent by the Principal.

If you wish to bring a friend or if you want help or support, such as an interpreter, we are happy to accommodate this.

Some matters must not be handled in our school, because they are so serious. They must be referred to the Department of Education and Training's central office, regional office, Department of Child Safety or in some cases, Queensland Police Service. Other matters will need further investigation.

## **Investigation**

The person handling the complaint will listen to your concerns and investigate the matter. They will try to understand the context and the causes. You should help by providing all the information you can. They may need to talk to people to get a complete picture. As they do this they may begin to explore options to resolve the matter. An action plan will be developed if required.

You can help them by focusing on a positive resolution of the matter. Your information will be treated confidentially (but where the matter must be investigated by an external agency it will need to be passed to the agency). You need to be aware that the person who is being complained about usually has the right to be made aware of the complaint.

## **Resolution**

The person who is handling your complaint will use the facts that have been gathered to make a decision that is fair to all and compliant with the Education Act and Policy and Procedures Register. A positive resolution between both the school and parent is essential to moving forward and fostering a collaborative approach to your child's education.

## **Our commitment**

We are committed to dealing positively with your concerns. It helps us to learn how we can do things better for you. We will try to make sure that your complaint is resolved quickly. Sometimes a complex matter will take time. But we will always make sure you understand what we are doing and why.