



# Birkdale Intermediate

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## Guidelines for Raising Concerns

Our primary goal is to create the best learning environment for the students of our school. We encourage open communication and prefer that you come to us to talk through any concerns rather than discussing them in the community.

### 1. Discuss the issue with the right person.

- If you have a **general concern about the school or its programmes**, discuss it with the person involved or with a member of the management team or the principal.
- If you have a **particular concern about a staff member or a school activity**, contact the person involved to discuss the matter privately. We ask that you make this direct approach as soon as possible. Be prepared to make a time to discuss your concern if the person involved is unable to talk with you straight away. Be open to listening to the other side of the story to avoid communication breakdowns.
- If you do not wish to approach the person involved, contact a member of the management team or the principal to discuss your concern. The principal or management team member may communicate with the person involved.
- If you have a **concern about your own child or one of our other students**, contact the student's class teacher or the principal to discuss the matter.

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If your concern relates to another student, you must not approach that student directly.

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- If you have a concern about another **parent, caregiver, or member of the school community** on a school related matter, raise this with the principal.
- If the matter concerns the **principal** and you have not first resolved it by discussion, or you feel uncomfortable directly approaching the principal, contact the board chair.
- If the matter concerns a **board member**, contact the board chair, or deputy chair if it concerns the board chair.

If you approach a board member with your concerns you will be asked to follow the guidelines above, and the board member will inform the principal and board chair.

### 2. Work towards a resolution.

- In most cases, constructive discussion will resolve your concerns.

If you are unhappy with the outcome of your initial meeting, contact the principal, a member of the management team, or the board chair to discuss further resolution.

If this process does not resolve your concern, you can make a **formal complaint**.

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The school monitors, records, and responds appropriately to any concerns about a student's safety and welfare.

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See our **flowchart**  for an overview of the **Concerns and Complaints** process.

**Release history: Term 1 2019**

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<i>Last <b>scheduled review</b></i>	
<i>Last <b>internal review</b></i>	<i>Term 3 2018</i>
<i><b>Topic type</b></i>	<i>Core Generic</i>

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