

CLASSROOM CONCERN:

STEP 1: Raise your concerns with the classroom teacher in the first instance.

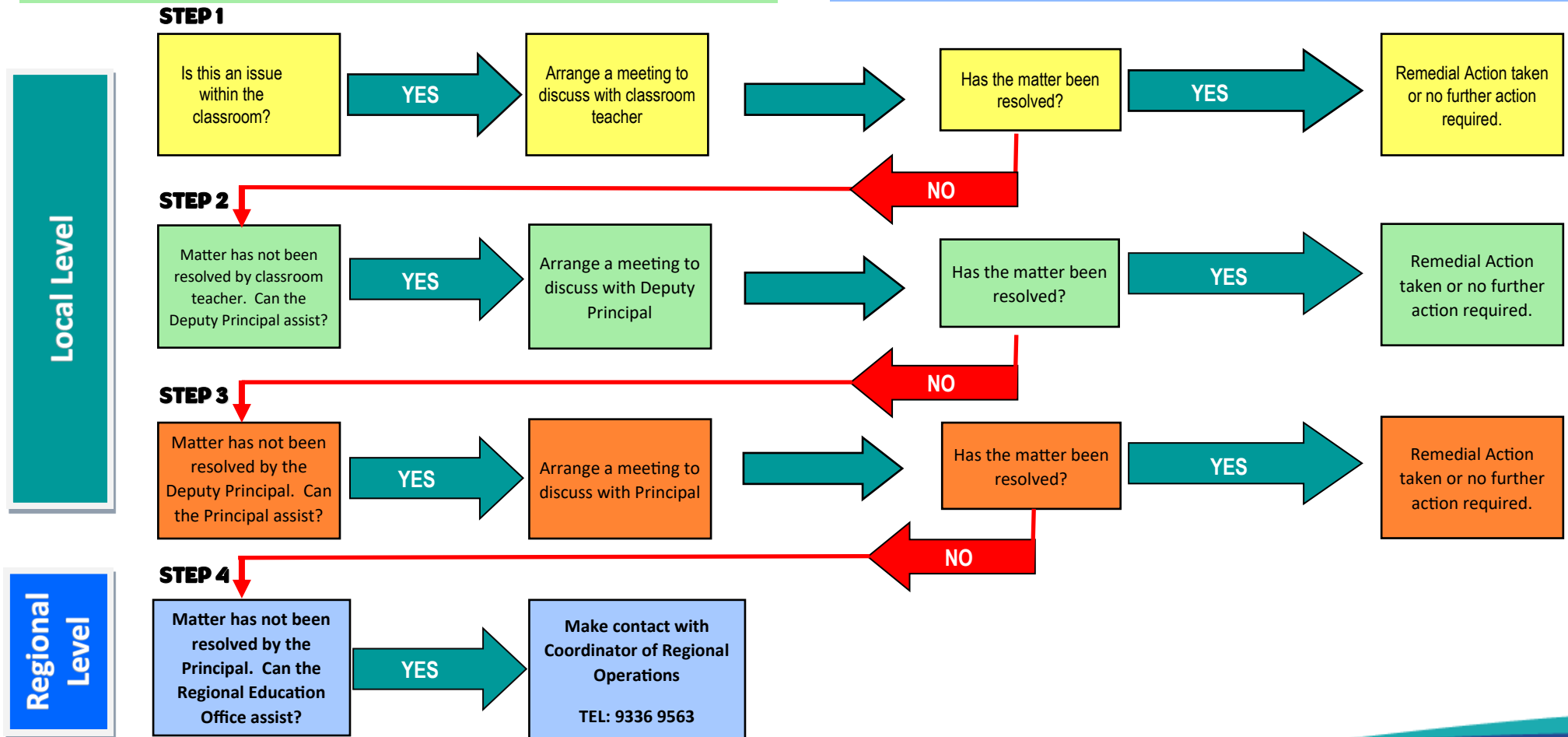
- Be as clear as you can about the concerns you have, and the result you are seeking.
- Use every effort to raise your concerns in a courteous and respectful manner.

NON CLASSROOM CONCERN:

STEP 2: If the matter is not resolved with the classroom teacher, seek the support of the Deputy Principal.

STEP 3: If the matter is not resolved after meeting with the Deputy Principal, seek the support of the Principal.

STEP 4: If the matter is not resolved after meeting with the Principal, seek the support of the Coordinator of Regional Operations.



Our Main Objectives

To ensure that complaints lodged at the school are resolved promptly and efficiently.

To promote high standard of professionalism when dealing with our local community.

Making a Complaint

You can make a complaint in any of these forms:

- Verbal
- Letter
- Email

You will receive acknowledgement of your complaint within 2 working days and the school will seek to resolve complaints within 10 working days.

Contact your child's teacher if your concern relates to

- Academic
- General behaviour
- Homework
- Assessment
- Attendance
- Social/emotional wellbeing

Complaints Management Process for Parents



Falcon Primary School

www.falconps.wa.edu.au



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