



## **TARREMAH STEINER SCHOOL**

### **FIVE STEP PARENTAL CONCERN PROCESS**

The five step process is as follows:

1. The Parent or Guardian raises the concern with the class teacher. In the event that the parent or guardian feels uncomfortable in doing this, they can elect to raise the concern directly with either the Education Administrator or School Chair in which case the concern will then be taken by them directly to the relevant Class Teacher.
2. The Class Teacher is required to discuss the complaint at the earliest opportunity within Faculty. The purpose of this step is to enable the class teacher to draw upon the collective wisdom within Faculty, whose members may well have experience in relation to the particular concern raised. Since Faculty meets weekly, all concerns should be discussed within Faculty within 5 days.
3. Faculty is required to discuss the parental concern and propose a resolution at the earliest opportunity. In the event that the concern relates to the whole school, Faculty may elect to take the concern to the College of Teachers for guidance. Faculty is required to either reach a recommendation on the concern or advise School Executive of the timeframe over which it intends to reach such a recommendation. Since School Executive also meets weekly, School Executive should be aware of all concerns raised within Faculty the previous week.
4. School Executive will track all parental concerns to make sure they are addressed through Faculty in a timely fashion. The proposed resolution of the concerns by Faculty will be approved by the School Executive.
5. Once a resolution has been approved by the School Executive, the Class teacher will be advised via Faculty. The Class teacher is then required to inform the parent of the resolution to the concern without delay.

In the unlikely event that the above process fails to meet the above timelines without any good reason, parents can contact either the Education Administrator or School Chair directly to put the process back on track.