
Confidentiality and Constructive Criticism

It is important to keep concerns confidential and although at times you may wish to seek support from friends or an advocate, it is very important to do so wisely.

Constructive criticism is supportive when it attacks the problem, not the person and is based on evidence.

When a student is participating in a resolution meeting it is important that they see everyone working together as a team to develop creative solutions.

Our school can support parents on school policy, however concerns about individual situations are referred to the Principal.

LEEMAN PRIMARY SCHOOL

10 Spencer Street

Leeman WA 6514

Phone: 9953 1083

Fax:

Email:

leemanps@education.wa.edu.au

PRINCIPAL: JACKIE MILLER



Grievance Procedures

for Parents & Caregivers

**Leeman
Primary
School**

RESOLVING PROBLEMS

We offer these guidelines and process for resolving issues constructively for times when parents/caregivers, students or staff have concerns about an aspect of the school program.

Constructive Resolution Guidelines

Courtesy between people helps build good relationships and encourages positive outcomes.

Staff, parents and children have a right to feel safe and secure in the school environment.

Parents have a right to discuss their child's progress with teachers and to raise concerns (at an early stage and at a mutually agreed time).

We encourage parents, students and school staff to work together to resolve issues & develop constructive plans.

A teacher's main role is teaching and providing a safe, supportive and challenging school environment.

Teachers will willingly deal with minor inquiries before and after school but are not expected to deal with more complex issues without notice.

If the matter is urgent and the teacher is unable to assist, the Principal may help you deal with the issue.

THE RESOLUTION PROCESS

If you have a concern, follow these steps:

Step 1

Contact the most relevant person (ie for a class issue - the class teacher) to arrange an appointment at a mutually convenient time and discuss the matter without distractions.

Let them know the issue beforehand to ensure they are fully prepared for your meeting.

If you can't speak directly to the teacher, contact the office staff to make an appointment

Step 2

At the meeting clearly explain what is worrying you, why you consider it to be an issue and the effect it is having on you and/or your child.

Work towards a resolution that is satisfactory to all parties.

If a parent, student or teacher feels that an issue which has been raised is still unresolved, this should be stated at the conclusion of the meeting.

Step 3

If you are still dissatisfied with the outcome of the meeting, make an appointment to see the Principal with any concerns.

If further information is not received, it may be assumed that the issue is resolved.

Step 4

If the problem is still unresolved a further meeting will be arranged between the people involved.

Step 5

Contact the Regional Executive Director only if the above steps do not lead to a satisfactory outcome and you wish to pursue the matter further.

SCHOOL CONTACT DETAILS

Leeman Primary School

10 Spencer Street

Leeman

WA 6514

Phone: 9953 1083

Fax: 9953 1450

Email: leemanps@education.wa.edu.au

PRINCIPAL: JACKIE MILLER

The expectation of the Regional Executive Director will be that the five steps of the Resolution Process have first been followed.

REGIONAL EXECUTIVE DIRECTOR

Stephen Baxter

Midwest Education Regional Office

SGIO Building

Level 245 Cathedral Avenue

Geraldton WA 6530

Phone: 9956 1600

Fax: 9964 1391

Email: leemanps@education.wa.edu.au