



## Communicating with our school

**This document should be read in conjunction with the DoE Complaints Management for Schools policy and guidelines.**

### **What might you need to talk about with the school?**

***Talk with your child's classroom teacher about:***

- Individual student progress, attendance, participation, social & emotional matters
- Educational Adjustment Plan
- Career advice
- Access to support services

***Talk with the school leadership team about:***

- Individual learning environments, teaching staff, homework, general student behaviour
- Individual programs for children experiencing learning difficulties or gifted & talented students

***Talk with the School Council about:***

- How to join the School Council
- Governance matters, including:  
The educational needs of the school community, finance, buildings and grounds, canteen, policies, parent engagement and fundraising
- They may assist you to redirect your concern to the person best able to resolve the issue
- Support, assistance, and advice on School Council matters is also available from NT COGSO  
[www.ntcogso.org.au](http://www.ntcogso.org.au)

### **Before talking with the school**

***Step 1:*** Seek information & clarify the issue as early as possible. Try to identify the problem & establish the facts as clearly as you can before going to the school.

***Step 2:*** Decide if this is a concern, a query, or a complaint. This will help in finding a solution.

***Step 3:*** Once the issue has been identified and clarified, arrange via phone or email to discuss the issue, or arrange a meeting with your child's teacher. If your concern is about the conduct of a staff member, you may prefer to discuss the matter with the Principal. If you are unsure contact the Principal or School Council who can direct concerns to the appropriate staff member.

## School Level Resolution

### ***Stage 1. Discussion with staff member***

If the matter involves your child or an issue of everyday class operation, an initial enquiry to the classroom teacher might be via telephone or email. An appointment to see the classroom teacher can then follow if necessary. The staff will work with you to resolve the problem.

### ***Stage 2: Review or investigation at the school level - Principal***

If the matter concerns a staff member or other member of school personnel, contact the Principal who will work with you to resolve the problem. If you wish to formalise your complaint, do so in writing. The Principal should acknowledge the complaint with a written reply as soon as possible, even if a resolution is not yet available.

The Principal should consider the issues and identify what action is to be taken. The Principal may also seek the support of the Senior Director School Improvement and Leadership or other relevant Regional staff and should advise you of any actions to be taken.

### ***Stage 3: Review or investigation at the school level - School Council***

If the matter concerns a school policy (e.g. the uniform policy), contact the Chair of the School Council via the school. After initial discussions you may want to formalise your complaint by writing to the School Council. If the issue is determined to be an operational matter it will be referred to the Principal. If the issue is determined to be a governance matter, it will be dealt with by the School Council and your letter should be acknowledged with a written reply as soon as possible, even if a resolution is not yet available. You should be further advised of any course of action.

## Regional Level Resolution

### ***Stage 4. Regional resolution***

If a resolution is not reached at the school level, contact the Senior Director School Improvement and Leadership for assistance in resolving the issue. This will involve an independent review of the situation and may include mediation. The Senior Director School Improvement and Leadership can be contacted through the Department of Education head office. If you are not comfortable contacting Senior Director School Improvement and Leadership, you can contact the NT COGSO office to raise the issue on your behalf.

## Central Resolution

### *Stage 5. Formal Complaints*

In those exceptional circumstances where a formal process is required, the complaint can be forwarded to:

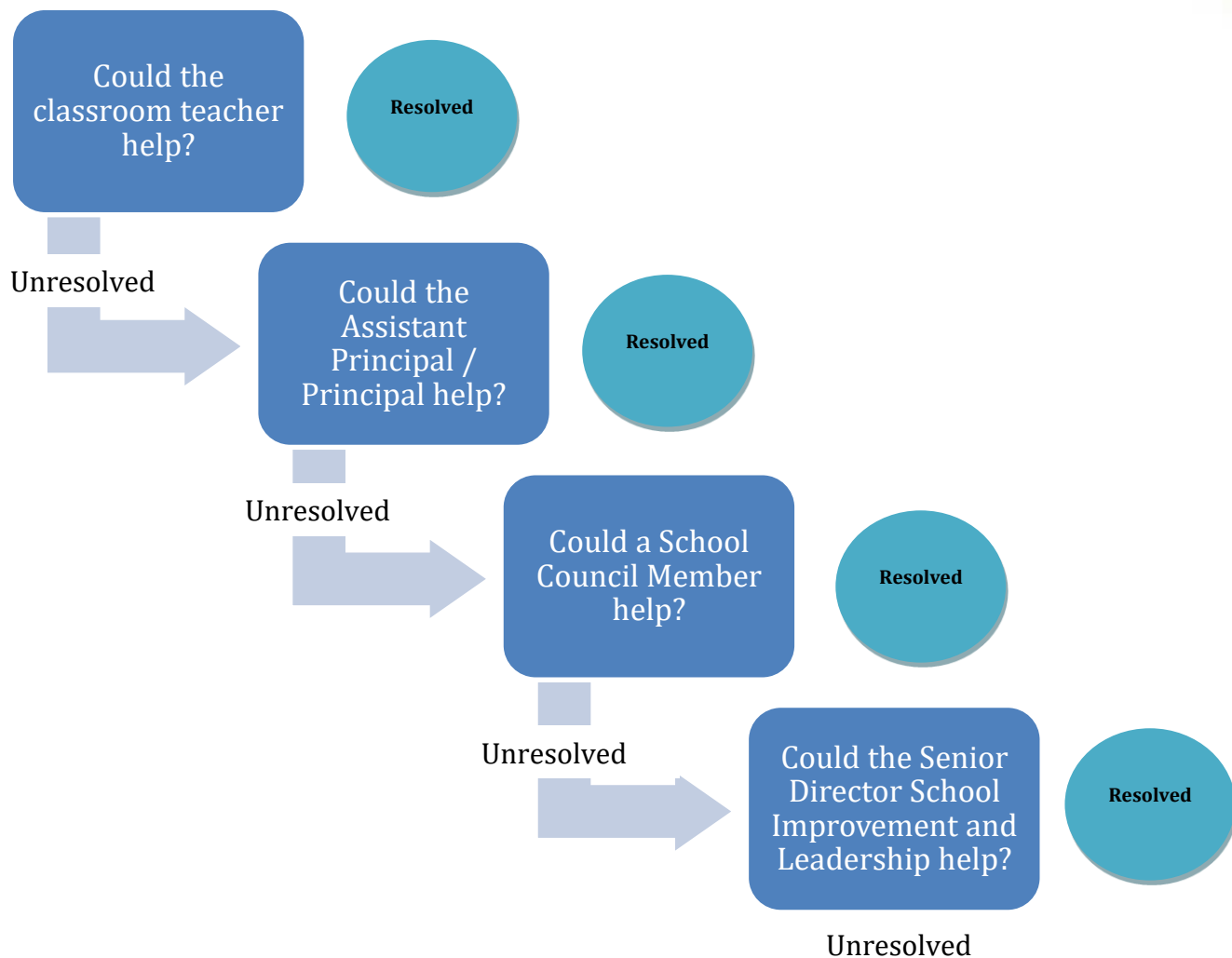
- NT COGSO
- Department of Education Complaints line
- The Minister for Education

<b>Contact</b>	<b>Position</b>	<b>Email</b>	<b>Phone</b>
Sue Trimble	Principal	<a href="mailto:sue.trimble@education.nt.gov.au">sue.trimble@education.nt.gov.au</a>	08 8988 6006
Carlie Mamo	Assistant Principal	<a href="mailto:carlie.mamo@education.nt.gov.au">carlie.mamo@education.nt.gov.au</a>	08 8988 6006
Alice Gawler	NT COGSO	<a href="mailto:enquiries@ntcogso.org.au">enquiries@ntcogso.org.au</a>	08 8999 3255
Kerry Hudson	Senior Director School Improvement and Leadership		08 8999 5609

<b>Contact</b>	<b>Position</b>	<b>Email</b>	<b>Phone</b>
Naomi Hunter	Chair	<a href="mailto:Naomi.matt.hunter@gmail.com">Naomi.matt.hunter@gmail.com</a>	0427 647 544
Angela Garlick	Treasurer		
Monika Tonkin	Secretary		

## Complaint Resolution Flow Chart

It is preferable for all concerned that complaints be resolved at the school level wherever possible.



If the issue is still unresolved, a formal complaint can be lodged with the Department of Education.