

REGIONAL LEVEL RESOLUTION

Stage 4: Regional resolution

If a resolution is not reached at the school level, contact the Regional DSP for assistance in resolving the issues. This will involve an independent review of the situation and may include mediation. The Regional DSP can be contacted through the DoE head office. If you are not comfortable contacting the Regional DSP, you can contact the COGSO office for them to raise the issue with the DSP 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:

- DoE Complaints line
- The Minister for Education
- COGSO

CONTACTS

Department of Education

GPO Box 4821
DARWIN NT 0801

DoE Complaints Line

schoolops.det@nt.gov.au
Darwin: (08) 8901 4987
Palmerston & Rural, Arnhem: (08) 8999 5642
Katherine: (08) 8972 5391
Central Australia: (08) 8951 1602

Minister for Education

GPO Box 3146
DARWIN NT 0801
(08) 8901 4162

COGSO

PO Box 40520
CASUARINA NT 0811
(08) 8999 3255

COMPLAINT RESOLUTION FLOW CHART

Wherever possible it is preferable for all concerned that matters be dealt with at the school level.

Could the class teacher help?

Resolved

Unresolved



Could the Assistant Principal/Year Level Coordinator help?

Resolved

Unresolved



Could the Principal help?

Resolved

Unresolved



Could the School Council Chairperson help?

Resolved

Unresolved



Could the Regional DSP help?

Resolved

Unresolved



Formal Complaint



COMMUNICATING WITH YOUR SCHOOL

Useful information for school community members with enquiries, concerns or complaints

Contact us

p 08 8999 3255

f 08 8999 3254

e enquiries@ntcogso.org.au

w www.ntcogso.org.au

ABN 76 529 588 572

Introduction

Government schools are part of a complex community that, 'inside the gate', includes students, teachers, specialist and non-teaching staff, parents, family members and the community. 'Outside the gate' the community broadens to include school neighbours, local businesses, local, state and federal governments, child care centres, churches, other government and non-government schools, business and education partners and other organisations.

At various times, it is necessary for community members 'outside the gate' to have direct contact with their local school. What is the best way to do this?

In the first instance contact with the school can be made via a telephone call, email or letter to ascertain the appropriate person to deal with your enquiry. Schools are busy places, you may want to set up an appointment to see the Principal or relevant staff member to discuss your enquiry.

Parents/Guardians

Research shows that the relationship between the home and the school plays a very important part in a child's education. Parents are among the most important influences on the way in which a child approaches learning. The critical role that parents play in successful learning cannot be overestimated.

Teachers are responsible for the more formal aspects of children's learning and successful teaching is supported when there is an effective and active partnership with parents.

What might you talk to your school about?

Your child: attitude, progress, attendance, participation, social and emotional

matters, Educational Adjustment Plan, career advice, access to support services.

The school: School Council Policies and procedures, Codes of Conduct, learning environment, teaching staff, homework, general student behaviour, programs for students expecting difficulties with learning or for gifted and talented students.

Information that is available from the school:

- School Information Handbook
- Information on state legislation, Department of Education (DoE) policies and regulations
- School Council policies, for example homework, discipline, excursions, uniforms, parent contributions
- Course and program details
- Information about participation in the School Council or other community groups within the school.

How your school may communicate with you:

It is the responsibility of the Principal to ensure that parents are regularly provided with information related to the school and the educational development of their children.

Information may be in the form of:

- Written reports or portfolios of your child's progress
- Notes, surveys, regular information through newsletters, including information from DoE
- Parent/Teacher interviews, parent information booklets, parent information sessions
- Assemblies, sport and special events, celebrations and displays of students' work
- School Council Meetings
- By telephone or email

What can you do if you have a problem?

Seeking information and clarifying an issue as early as possible can solve many problems. Try to identify the problem and establish the facts as clearly as you can before going to the school. Be wary of third hand information or gossip.

Decide whether the problem is a concern, a query or a complaint. This will help in finding a solution. Once you have identified the issue/s, try to stay calm. Even if you don't feel it, being calm will help you get your concerns across more clearly than if you are upset or angry.

STEPS FOR PARENTS

Once the issue is identified and clarified, you might make a telephone call or send an email to the teacher to discuss the issue and/or arrange a meeting. If your concern is about the conduct of a staff member, you may prefer to discuss the matter with an Assistant Principal or the Principal.

Below is a suggestion as to how resolutions to issues, complaints and grievances might be reached.

SCHOOL LEVEL RESOLUTION

Stage 1: Discussion with staff member

If the matter involved 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 another member of the 'inside the gate' community, 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 available at this stage.

The Principal should consider the issues and identify what action is to be taken. The Principal may also seek the support of the Regional Director of School Performance (DSP) 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 school policies, e.g. uniform policy, contact your School Council Chairperson via the school. After initial discussions you may want to formalise your complaint by writing to School Council. If School Council regards the issue an operational matter it will be referred to the Principal.

If the issue is regarded as a governance matter it will be dealt with in Council and your letter should be acknowledged with a written reply as soon as possible, even if a resolution is not available at this stage. You should be further advised of any course of action.