

Bateman Primary School

School Complaints And Concerns Management Guide

July 2022

Bateman Primary is a vibrant, responsive and community focused school which works in partnership with families in developing the “Whole-Child”. Through these partnerships we seek to achieve the very best outcomes for children’s social, emotional and academic needs and are always looking for parent input to ensure we are meeting our community’s needs.

Every day within the school there are thousands of interactions and many decisions made. At times, despite our best intent, you may not be happy with an interaction your child has had, a decision that a staff member has made or the general progress your child is making in a particular area. If this is the case, you need to let the appropriate person at Bateman Primary, or perhaps even a person outside of the school know of your concern. No issue was ever resolved in the car park and with the school not aware of it.

The following procedures are based on the Education Department’s “[Complaints and Notifications Policy](#)” (24 August 2021) and “[Complaints and Notification Framework](#)” (24 August 2021).

STEP ONE – AS SOON AS YOU HAVE A CONCERN GO THROUGH THIS CHECKLIST

- First decide if this is an issue the school can help you with.
- Then Collect all of your information and questions so they can be dealt with at the same time and in an orderly manner.
- After that Make an appointment to see the person who you believe can best address your concern. If it is a classroom teacher you can e-mail them, arrange a time with them in person or use a communication book or Connect. Generally, meetings will occur after school but you can negotiate a mutually convenient time. If you wish to see a deputy or the principal the best method of contact is email, but you can also ring the school on 6258 6900 to make an appointment.
- If you decide you would prefer to make your concern known in writing rather than discussing it in person, then you can address your concern to either your child’s teacher, a deputy principal or to the principal. Please ensure you mark any correspondence as “Private and Confidential”. If your concern involves the principal, then you may wish to raise this with the Regional Executive Director. To do this via;
 1. Telephone, by speaking to the Coordinator of Regional Operations on 93369527.
 2. In writing, addressed to Regional Executive Director, South Metropolitan Education Region, 184 Hampton Road, Beaconsfield WA 6162 or post to PO Box 63 South Fremantle WA 6162

STEP TWO - CHOSE THE RIGHT PERSON TO SPEAK TO

1. The Classroom Teacher or Specialist Teacher –
 - If you have concerns about aspects of your child’s academic progress.
 - If you have concerns about your child’s social or emotional state.
 - If you have concerns about your child’s behaviour.
 - If you have concerns about your child’s attendance.
 - If you have concerns about relationships and attitudes in class.
 - If you have general questions about homework.
 - If you have questions about extension or support through differentiation.

- If you have questions about the Gifted Academic and Talented Extension Program (GATE) – Jane Nolan.
2. The Student Services Associate Principal (Currently Sonja Katnich) -
 - If you would like to progress or feel the need for higher level intervention in academic performance, social and emotional well-being, behaviour, attitude and attendance.
 - If you wish to organize a case conference.
 - If you would like to access a third party agency or the school psychologist.
 - If your child has health issues which require a plan, medication or monitoring.
 - If there are significant relationship problems with other students or staff.
 3. The Curriculum Support Associate Principal (Currently Cath Parry) –
 - If you have an issue with an iPad or want to know more about the BYOD program.
 - If you have questions or concerns about English as a Second Language.
 - If you need clarification about the school website or Connect/Skoolbag system.
 - If you need to discuss aspects of the formal reporting system.
 4. The Principal (Currently Marc Lockett)
 - If you have a question about school policies or practices.
 - If you wish to discuss observations on school-wide behaviour, academic achievement or programs.
 - If you wish to complain about the behaviour or proficiency of a staff member.

STEP THREE – PROGRESSING YOUR COMPLAINT OR CONCERN.

- If you aren't happy with a teacher's response or follow-up actions you may take this concern to the Associate Principals or the Principal.
- If you wish to have the issue addressed by somebody outside the school, you may ring the Coordinator of Regional Operations on 93369527.
- If you wish to address the issue in writing you can contact the Regional Executive Director, South Metropolitan Education Region, 184 Hampton Road, Beaconsfield WA 6162 or post to PO Box 63 South Fremantle WA 6162
- If your concern is about the principal you may contact the Coordinator of Regional Operations, the Regional Executive Director or, in exceptional circumstances, the Director General of Education.