Confidentiality statement
It is important that your concerns are kept confidential, and although at times you may wish to seek support from friends it is important to do this wisely.

When the matter is discussed in the student’s hearing, it is important that the student understands that the issue will be resolved confidentially, at the school level. Criticism of the school or teacher does not support the child’s education as it can undermine trust and confidence.

Similarly, staff are expected to keep concerns that have been raised confidential and must not discuss the issue in front of students.

Conclusion
We are committed to making Long Street Primary School a safe and supportive place for all people who attend.

Contact Phone Numbers
The following people can be contacted at the school on 8645 8303

- All teachers
- Principal - Bryan Rotherham
- Senior Leader – Samantha Cassar
- Senior Leader – Kelly Frisby
- Counsellor – Tara Herewane
- Regional Office - 86456568

This document was prepared in line with the Department of Education, Training and Employment Guidelines for Managing Complaints and Difficult Conflicts.

Long Street Primary School
We will strive together as a cohesive community to realise each child’s potential in the DECD’S learning areas to develop global citizens of the future.

This pamphlet provides information about avenues of communication, which strengthens the partnership between parents, caregivers and the school.
Good relations between home and school give our children a better chance of success. Student learning is at the heart of everything we do. Our learning, teaching and care programs are achieved through:

- Honesty
- Respect
- Responsibility
- Excellence

We value:
- The participation of the whole school community
- Our collaborative learning environment
- Working in physically safe and emotionally supportive environments
- Our socially just practices

This pamphlet provides information about communication and acknowledges the importance of the relationship between parents/caregivers and the teacher and other staff.

Your concerns may relate to:
- Classroom issues
- Yard issues
- Your child’s behaviour
- School policies
- Student learning and reporting students learning
- Another student
- Another school related issue

**PARENTS / STUDENTS CAN EXPECT**

- A safe learning environment
- Information about all aspects of student education
- Information about school policies and procedures
- Opportunities to express their point of view, opinions and concerns.
- To be treated fairly, equitably and with respect
- Opportunities to be involved and to participate in activities in the school
- Clear, accessible communication
- Confidentiality will be maintained

**THE SCHOOL EXPECTS**

- Support for school policies and procedures such as Behaviour Management, Attendance Policy and Hat Policy
- To be treated fairly, equitable and with respect
- Concerns will be raised at the school through the agreed channels, including the schools documented Grievance Procedures
- Confidentiality will be maintained

**WHAT TO DO**

**Step 1**
Arrange to talk to the person who knows about the situation
- Before you visit the school, work out what is really bothering you
- Be as specific and objective as you can in describing the problem
- It always helps the situation if you are calm and honest in your approach
- You may bring a person to support you

**Step 2**
Your concern deserves time in order to be resolved
- Let the person know about your concern with a note or phone call
- This means they can be prepared and have all the necessary information
- A time can be set up which suits you both

**Step 3**
Discuss what is bothering you
- State your concern calmly, as this helps everyone to discuss the problem clearly.
- Expect to compromise, it is a sign that we have all come to a sensible give and take arrangement
Step 4
If the situation is not resolved
• If at the end of this meeting the problem is not able to be resolved you may like to contact the Regional Education Office.