



POLICY STATEMENT

A GUIDE TO RAISING CONCERNS AND COMMUNICATING POSITIVE FEEDBACK AT FERRY GROVE STATE SCHOOL

1.0 Introduction

- 1.1** Our aim is to be a community with high levels of mutual trust and respect among students, staff and parents. There are likely to be more 'expressions of concern' or 'requests to clarify' than actual complaints.
- 1.2** Expressions of concern, and requests to clarify should be treated as opportunities to:
- Correct an injustice or a mistake;
 - Evaluate how well the school is doing;
 - Identify ineffective behaviours or processes and act to correct them;
 - View situations from a parent's, student's or member of the wider community's perspective;
 - Improve on what is already done;
 - Generate greater loyalty from parents and students; and
 - Build Ferry Grove State School's reputation in the wider community.
- 1.3** Communication of positive feedback is highly appreciated at Ferry Grove State School and is integral to our commitment to improve and maintain excellent practices.

2.0 Guiding Principles

- 2.1** All Teachers and support staff should be committed to making Ferry Grove State School a community with high levels of mutual trust and respect among staff, students and parents. It is important this is modelled by the School Council and the School Leadership Team. In itself, this will greatly minimise concerns.
- 2.2** The School Leadership Team should ensure that the school culture is 'open and approachable' rather than defensive.
- 2.3** Any concerns should be received politely, and the person(s) involved treated with respect. This does not necessarily mean accepting the validity of the concern: it does respect the dignity of the person making it, and acknowledges that the person believes it is valid. At all times the safety of anyone involved will be guaranteed.

With acknowledgement to Hillbrook Anglican School for their exemplar.



- 2.4** It is difficult to respond to communications that are anonymous. It deprives the subject of the concern and limits the outcome of any investigation. We hope this document gives you a number of avenues through which to express your concerns.
- 2.5** Any expression of concern or request to clarify should be handled as efficiently as possible by being directed to the person who can best address it.
- 2.5.1** An Allegation of sexual abuse must be directed to the Principal, who must then abide by any relevant State legislative and regulatory requirements.
- 2.5.2** Any issue concerning a teacher should where possible be handled by an informal discussion between the person expressing the concern and the teacher. If the issue remains unresolved, it may be directed to the Principal or Deputy Principal.
- 2.5.3** Any issues arising from within the school about a student or students should firstly be directed to the Class teacher and then to the relevant Deputy Principal.
- 2.5.4** Under no circumstances should a parent approach another child without the presence of that child's parent or guardian.
- 2.5.5** Any issues from outside the school concerning a student/s or parents actions, should be directed to a member of the School Leadership Team.
- 2.5.6** Any issues concerning a member of the School Leadership Team should be directed to the relevant member of the School Leadership Team. If the issue remains unresolved, it may be directed to the Principal.
- 2.5.7** A concern about the Principal should in the first instance be directed to the Principal. If the issue remains unresolved the issue can be taken to Education Queensland.
- 2.5.8** Any issues concerning a member of the school's support staff should be directed to the Business Services Manager in the first instance and if unresolved to the Principal.

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3.0 Documentation

- 3.1** Issues from or about a student and any resulting actions will be recorded in the relevant student file.
- 3.2** Issues handled by the Class Teacher or the School leadership Team should be recorded in the relevant Student online file.
- 3.3** Issues about a member of staff, and the action taken, should be recorded in the staff member's file.

4.0 Natural Justice

- 4.1** Any issues concerning a member of staff.
 - 4.1.1** The member of staff must be made aware of the issue.
 - 4.1.2** The member of staff must be given an opportunity to respond to the issue.
 - 4.1.3** All issues must be handled with discretion to avoid any unnecessary embarrassment to the member of staff.
 - 4.1.4** Due process must apply.
- 4.2** Any issues which affect a child.
 - 4.2.1** Parents have a right to information concerning their child.
 - 4.2.2** Parents have a right to be informed about and involved in the decision-making process involving their child.
 - 4.2.3** Parents have the right to be informed of the decision.

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4.3 Any issue received about a student.

4.3.1 The student has a right to a fair hearing, and the interview protocol of the School Team will be invoked.

5.0 Parent Contact with the School

5.1 All parents who formally accept enrolment at Ferry Grove State School sign a declaration, one section of which states: I / We undertake to support the policies, Responsible Behaviour Plan and roles, rights and responsibilities for school.

5.2 In a last resort, if all other avenues have failed to resolve an issue, this condition may be invoked by the Principal or the School Council. The parent then has the option to exercise the power of choice and remove the student from the school.

6.0 Communicating Positive feedback

6.1 Positive feedback regarding any aspect of the school program and its delivery is welcome by all staff and can be delivered in person or in writing to individual staff members or to the Principal via email at bshac1@eq.edu.au .

6.2 All staff email addresses are located on the school website under contacts. Parents are encouraged to contact the relevant person via email. If unsure please send the email to the.principal@fernygrovess.eq.edu.au. Office staff will then forward the email to the appropriate staff member.