Good relationships between the school and its community gives children a greater chance of success and provides a platform for more effective parent participation.

It is only natural that from time to time, people will have concerns about what happens at school. When this happens, we need to know the correct way to satisfactorily have our concerns heard and acted upon.

Your concerns may relate to either staff performance (in the classroom or in the yard) or school policy (e.g., sports day, uniforms).

Under DECS guidelines parent and student issues pertaining to staff or the resolution of any grievance / issue may be achieved through the following process:

**SCHOOL POLICY**

- Parent Concern
  - At a mutually convenient time, discuss the concern with the Governing Council Chairperson
  - Not resolved
    - Contact the Regional Office, and make a time to discuss the concern.
    - The problem is sorted out and dealt with agreeably
  - The problem remains

- Student Concern
  - If you have a grievance that you are not able to resolve
    - Talk to their SRC representative about the problem and have the matter raised at a SRC Meeting. Tell them what it is that concerns you.
    - Talk to your homeroom teacher about the problem at an appropriate time. Tell them what it is that concerns you.
  - Resolved
    - If you feel uncomfortable about speaking to a staff member, you can talk to someone, ‘with whom you feel comfortable …’
  - Not resolved
    - Seek an appointment at a mutually convenient time with the Sub-School Coordinator.
    - At a mutually convenient time, meet with the Principal, who will take the matter up as part of their supervision of the staff member.

- Governing Council response in writing.

- At a mutually convenient time, meet with the Principal and discuss your concern

**PRINCIPAL PERFORMANCE**

- Parent Concern
  - At a mutually convenient time, meet with the Principal and discuss your concern.
  - Resolved
  - Not resolved
    - Contact the Regional Office in Port Pirie, and make a time to discuss the concern
    - If the problem is unresolved, you can speak to the Sub-School Coordinator, Assistant Principal, School Counsellor or your Parent/Caregiver

- Student Concern
  - If you have a grievance that you are not able to resolve
    - Talk to your homeroom teacher about the problem at an appropriate time. Tell them what it is that concerns you.
    - Allow for a reasonable time for the issue to be dealt with.
  - Resolved
  - Not resolved

**SCHOOL STAFF PERFORMANCE**

- Parent/Student Concern
  - At a mutually convenient time, meet with the staff member and discuss your concern.
  - Resolved
  - Not resolved

  - Seek an appointment at a mutually convenient time with the Sub-School Coordinator.

  - At a mutually convenient time, meet with the Principal, who will take the matter up as part of their supervision of the staff member.

At Jamestown Community School we believe our School Values underpin our actions. Our values of Excellence and Integrity impose a requirement of learning rigor that is planned and implemented by staff and effectively responded to by students. Our value of Respect requires all members of our School Community to respond positively to each other no matter what the circumstances. Our values of Honesty and Loyalty will be reflected in the acknowledgement that we; students, parents and school staff are all members of our learning community.