At Port Pirie West Primary we believe in providing a quality learning environment where everyone belongs. Student learning and wellbeing is at the centre of everything we do. Our aim at PPWPS is to develop good relationships between home and school to ensure that the focus is on learning for all. Together we can make the difference through developing.

**P** Positive emotions  
**E** Engagement in all activities  
**R** Relationships between home and school  
**M** Meaning and purpose for Learning  
**A** Achievement and accomplishment

### General Information

At Pirie West Primary any concern raised with any member of the school staff will be investigated and hopefully resolved. We commit to responding to (but not necessarily resolving) your complaint within 3 working days. The procedures contained in this brochure are to give the processes needed for you to follow.

Concerns about general/school matters such as the timing of events, school policies and facilities are most appropriately addressed by the Governing Council or Principal.

Under DECD guidelines, Governing Council will be directed by the chairperson not to discuss any concerns relating to staff and/or students that have been raised at a Governing Council meeting to the school and wider community.

Concerns about Personal matters such as those about a student, parent or staff relationships should be raised in a confidential manner directly to the person concerned and if not resolved, then to a member of the leadership team.

It is preferable for concerns or issues raised to be resolved at the school level. If it is not possible then the Department of Education and Childhood Development (DECD) has a Parent Complaint Service which can support all parties to work together to resolve issues. The phone number is 1800 677 435.

Any issues relating to child abuse can be reported to the Child Abuse Report Line 13 14 78.

### Contact Details

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Port Pirie West Primary</td>
<td>June Goode</td>
<td>86 323777</td>
</tr>
<tr>
<td>Principal</td>
<td>Fiona Perry</td>
<td></td>
</tr>
<tr>
<td>Deputy Principal</td>
<td>Wayne Lethbridge</td>
<td>1800 677 435</td>
</tr>
<tr>
<td>Governing Council Chairperson</td>
<td>Lorna Cameron</td>
<td></td>
</tr>
<tr>
<td>ACEO</td>
<td></td>
<td>86 320600</td>
</tr>
<tr>
<td>DECD Parent Complaint Unit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yorke /Mid North Regional Office</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Steps

1. **Identify the concern**
2. **Decide who you should speak to**
3. **Organise a time to meet**
4. **Issue not resolved. Talk to a member of the Leadership team**
5. **Issue still not resolved. Contact the DECD Parent Complaint Unit Hotline on 1800 677 435**

At Port Pirie West Primary we believe in providing a quality learning environment where everyone belongs. Student learning and wellbeing is at the centre of everything we do. Our aim at PPWPS is to develop good relationships between home and school to ensure that the focus is on learning for all. Together we can make the difference through developing:

**P** Positive emotions  
**E** Engagement in all activities  
**R** Relationships between home and school  
**M** Meaning and purpose for Learning  
**A** Achievement and accomplishment
Concerns need to be kept confidential and, although at times you will want to seek the support of friends, it is beneficial to do this in private and to feel they will respect confidentiality. Calm discussions will assist in getting the concern resolved in a satisfactory manner. Any meetings and including telephone calls, involving issues or concerns will be terminated if any person behaves in a manner that is either offensive, threatening or aggressive. Extreme care is needed when discussing a concern in front of children. This may cause increased anxiety for the child and threaten positive relationships between other students and his/her teacher/s. Working together will help in making a difference. At PPWPS we promote open communication and trust that our school community will raise any issues as soon as they rise, so that we can work at resolving concerns before letting them build up. ALL concerns will be treated with confidentiality and documented.

### MY CONCERN IS ABOUT

#### A SCHOOL POLICY
1. Make an appointment with a member of the Leadership team to discuss your policy concerns.
2. Express your concerns in writing to the Governing Council.
3. Your concern will be discussed at a council meeting and you will be informed in writing about the outcome.
4. If changes need to be amended the appropriate committee will address the issues and you will be informed in writing of the changes, including an amended copy of the policy/procedures.

#### A STAFF MEMBER
1. Make a time to meet with the person concerned.
2. Discuss your concern in a calm and fair manner. The staff member will listen to your concern.
3. Listen to the concern as expressed by staff.
4. Agree upon a time to review the decision made.

#### A STUDENT
1. Express your concern to a teacher. **Under no circumstances should a parent approach a student about an issue directly.**
2. The teacher will address the concern through the school’s behaviour development processes and will report the issue to Leadership.
3. The concern will be documented. Staff will determine the action to be taken to ensure the problem is being addressed in an appropriate and timely manner.
4. If the issue continues make a time to meet with the Principal.

#### LEADERSHIP
1. Express your concern to the person involved.
2. Discuss your concern in a calm and fair manner.
3. Listen to the response of the Leadership team.
4. Decide what action needs to be taken. Make a time at a later date to check on progress.
5. If the problem is not resolved you could contact the Regional Office on **86 320600** or DECD Parent Complaint Unit.

#### A PARENT
1. Take time to think of the concern.
2. Raise your concerns with the class teacher or leadership if it affects the learning or safety of students.
3. If warranted leadership will seek support from Regional Office and/or outside agencies.

At any time a parent can ring the Parent Complaint Unit Hotline on **1800 677 435** for information, advice and support.