



Mount Claremont Primary School

Talking with My School

Rationale

As a parent or caregiver, you play a vital role in your child's learning. At Mount Claremont Primary School, we believe that positive engagement and building a strong relationship between home and school is essential to your child's learning. Effective, timely and transparent communication is the key to the success of this relationship.

We are committed to responding promptly to your enquiries, concerns, complaints suggestions and compliments.

If we haven't responded to your enquiries, concerns, complaints, suggestions and compliments within two school days, please re-contact the school.

Where do you start?

Before contacting us with an enquiry or concern you may want to:

- Talk with family and friends to clarify your enquiry/concern.
- Write down your enquiry/concern.
- Make a list of all relevant information specific to your enquiry/concern.
- Take a support person with you if you feel nervous about talking about your enquiry/concern.

The next step is to make an appointment with the most appropriate person at your school.

Alternatively, you can write to the school.

1. Discuss your enquiry or concern with the class teacher if it is about your child's:

- Academic progress
- General behaviour
- Homework
- Assessment
- Attendance
- Social or emotional wellbeing

In your discussion with the teacher: give all relevant information, discuss all possible outcomes for addressing your enquiry/concern, settle on an option that can be achieved with input from you, the teacher and your child.

2. Discuss your enquiry or concern with the deputy principal if:

- You were not able to achieve a satisfactory arrangement regarding your enquiry/concern with the class teacher.
- Your enquiry/concern is about another aspect of school life that is impacting on your child's education.

Mount Claremont Primary School phone number: 9208 3900

3. Discuss your enquiry/concern with the principal if:

- You were no able to achieve a satisfactory arrangement regarding your enquiry/concern with the deputy principal.
- Your enquiry/concern is about the conduct of a teacher or another member of the school staff.
- You have a safety, security, legal or general community concern.
- The principal will need time to discuss your enquiry/concern with all relevant parties, but you can contact the school for progress updates.
- Your enquiry/concern will be managed according to established school policy and procedures.
- Anonymous enquiries/concerns are only acted on if enough information is provided for the principal to follow-up.

4. You may contact the regional education office or local education office if:

- Your enquiry/concern has not been resolved by your school's principal.
- There is a reason for not rising you enquiry/concern with the school directly.

Contact details for the coordinator of regional operations at North Metropolitan Regional Office:

Telephone: 9285 3600
Street Address: 20 Grenville Street, Tuart Hill 6060
Postal Address: PO Box 1126, Innaloo City WA 6918
Email: NorthMetropolitanERO.PublicInbox@education.wa.edu.au

5. Consideration by the Director General

The next level for consideration of an unresolved enquiry/concern is to write to the Director General of the Department of Education. You may lodge a written description of your enquiry/concern and the steps you have taken to achieve an outcome.

The Director General may appoint someone to review your enquiry/concern.

Postal Address: Director General
Department of Education
151 Royal Street
EAST PERTH WA 6004

6. Independent Review

Your final recourse for your unresolved enquiry/concern is an independent review by the State Ombudsman. The Ombudsman's approach is independent and impartial while observing procedural fairness and strict confidentiality at all times.

The Ombudsman can be contacted:

Telephone: 9220 7555 or 1800 117 000 (free for country callers)

Postal Address: Ombudsman Western Australia
PO Box Z5386
St George's Terrace
PERTH WA 6001

Office Location: Level 12
44 St George's Terrace
PERTH WA 6000