



## ST STEPHEN'S SCHOOL

UNITING CHURCH IN AUSTRALIA      DUNCRAIG & CARRAMAR,  
WESTERN AUSTRALIA

CRICOS PROVIDER NUMBER 02807M

### **INTERNATIONAL STUDENTS: PARENTAL GRIEVANCE PROCEDURE**

From time to time issues will arise in the life of the school when parents may feel especially concerned or aggrieved about a particular matter. At the point of contact a parent is encouraged to indicate the nature of the matter they wish to raise to ensure that the matter is directed to the appropriate person to deal with it.

To assist the legitimate concerns of parents being heard and addressed, the following steps are provided:

Contact by parents who are overseas should be made via email or telephone to the Head of the Secondary School, who will investigate. He/she will direct enquiries to the appropriate staff member; eg

- Classroom concerns to the class teacher, and, if necessary, to the Head of the Learning Area.
- Care issues to the homeroom teacher or Dean of the student's House.
- Academic progress issues to the Secondary Deputy Head (Learning and Curriculum).
- etc.

The parent will be contacted by phone or email with a response, which may come from the relevant staff member.

Parents who are in Perth may take the issue directly to the teacher involved.

If the issue is a broad ranging issue, it will be dealt with by the Head of the Secondary School. He/she should also be consulted if the parent is not happy with the responses given to problems raised with other staff.

The Principal is always available to speak to any parent, but only after parents have used the above procedures. The Principal will investigate any matter requiring attention and ensure that the appropriate actions are taken.

Should a complaint made about a member of staff, that member of staff will be involved in the resolution of the problem.

Should a parent be dissatisfied with the manner in which their grievance has been processed, or with its outcome, they may contact the Chair of the School Council to seek opportunity to present their case. The Chair of Council will review the matter and take any action they deem appropriate.

The Government of Western Australia provides an Independent Conciliator to assist in disputes which cannot be resolved by the school. The contact information is as follows:

Ms Anne Duncan, Independent Conciliator (International Education)  
Department of Education Services  
22 Hasler Road, OSBORNE PARK Western Australia 6017  
Tel. 61 8 9441 1962, Fax. 61 8 9441 1950, E-mail: [anne.duncan@des.wa.gov.au](mailto:anne.duncan@des.wa.gov.au)