5. Avenues for Addressing Concerns and Complaints

**Making Contact with Us**

**Gooloogong Public School**  
22-30 King Street  
Gooloogong, NSW 2805  
Phone: 6344 8307  
Mobile: 0427 44 8307  
Fax: 63448349  
Email: Gooloogong-p.school@det.nsw.edu.au

Talk with the P&C or other members of the schooling community  
(details available from the school)

*Ref: P & C Handbook for P & C Associations,  
Fact Sheet 17: Parent Complaints*

- Any parent or caregiver can register any comment they may have about the school.
- Principals and teachers are available to discuss and resolve concerns.
- Have a clear idea about the constructive outcomes which you hope will be achieved as a consequence of the concern.
- One of the following outcomes must be achieved:
  1. The parties resolve their differences.
  2. The concern/complaint is withdrawn.
  3. A reasonable compromise is agreed upon.
- Wherever possible – informal concerns and complaints should be made first with relevant teacher or principal. Eg pre arrange meeting for open discussion.
- To organise a meeting with teacher or principal please contact School Administration Manager for appointments.
- You may have a support person present when raising concerns or complaints and at any related meeting. A support person acts in an observer capacity to give moral support and to be a witness to the discussions.
- Formal Complaints should be pursued only if informal attempts have proved unhelpful.
- Complaints about school matters should be made to the relevant Teacher or Principal. Please contact the School Administration Manager for appointments.
- A formal complaint can be made in person or in writing. There is a Complaint Form available on request.
- Families or carers may seek information and advice from the P & C members about any aspect of lodging and pursuing a complaint.
- The P & C Association holds regular meetings for parent’s and carers. These are open forum which allow parents and carers to express and share their views and concerns related to school issues. They do not discuss individual child concerns.
- If the matter is not resolved then contact with the School Education Director may be necessary.
Guidelines to Manage Issues and Complaints

1. Show Respect and Courtesy to Others

2. Behave appropriately when addressing the following people:
   - Students
   - School Staff – Principal, Teachers, Support
   - Parents, Guardians, Family Members
   - P & C

3. Channels of Communication...
   - Students - During school hours, teachers are responsible for all student matters and disciplinary actions.
   - Teaching Staff - Teachers are available to discuss any concerns / comments during school hours. An appointment must be made where both parties have an opportunity to address the matter.
   - Principal - Principals are available to discuss any concerns / comments during school hours. An appointment must be made where both parties have an opportunity to address the matter.
   - Parents & Carers - show respect and courtesy to others.
   - P & C - Communications with members of the P & C are available via:
     - Informal monthly meetings
     - Phone: 6344 8307
     - Email: Goolongong.p.school@det.nsw.edu.au
     - Comments Box: located at the school

4. Parents, families, Carers...
... are respected and valuable members of our school community.
They are a positive influence on the school and are welcome to participate in a variety of formats.
Contact the school or P & C members for more information.
See the brochure “How can I Help my School.”

Constructive Outcomes:
1. Resolve Differences
2. Withdraw Complaint
3. Agree upon a Reason able Compromise.

Informal Concerns / Complaints
- Make an appointment by contacting the School Administration Manager Ph 6344 8307.
- Support Person may be present if required.

Formal Complaints
- If informal attempts prove unhelpful a “Complaint Form” is available on request.

Parents, Guardians, Families and Community
- If the issue remains unresolved contact the School Education Director.

Work Together for the benefit of the school and students

Principal and Staff
Available to Discuss and Resolve Concerns

P & C
(Parents & Citizens Assoc.)
Regular meetings, support the school, open forum re school issues.

Share Information