



# Freemans Reach Public School

## Complaints, Compliments and Suggestions Procedures 2023

**A parent and community guide for seeking information, offering feedback and expressing concerns.**

From time-to-time parents or other members of the school community may need to approach the school to:

- Discuss the progress or wellbeing of their own child
- Express concern about actions of other students and/or staff members
- Enquire about school policy or practice

It is therefore necessary to have procedures that will help solve problems as soon as possible so that a safe and harmonious school environment is maintained. The best results usually flow from teachers, parents and community working together for successful schooling.

These guidelines aim to:

- Provide a guide to ensure that concerns are dealt with in an open and fair manner.
- Ensure that the rights of students, teachers and parents are respected and upheld.
- Support sensitivity and confidentiality.
- Help reach an agreed solution.

On occasion, concerns may cause frustration and anxiety. At such times it is always important to organise a time to talk with school staff in an unhurried and confidential atmosphere. The NSW Department of Education requires parent/carer concerns to be acknowledged within 3 working days, and managed within 20 working days.

Freemans Reach PS has in place proactive measures and procedures that promote early resolution of concerns. The school uses the feedback from concerns raised, to improve outcomes and experiences for students and parents.

Approaching teachers when they are teaching, managing children or engaged in other student/parent/teacher discussions is not advised. Please avoid messaging teachers on their personal Facebook accounts or phone numbers unless this has been prearranged with the teacher as a form of communication. It is not expected that teachers respond to emails on the weekends or after 5pm in the evening. Thank you for your understanding.

At no time should another student other than your own, be publicly discussed with other parents, especially if you are assisting in a classroom environment.

CONCERN	APPROPRIATE ACTION
Collecting your child early	<ul style="list-style-type: none"> <li>• Please always attend the front office to collect your child. We will send for them to meet you in the office.</li> </ul>
The academic progress of your own child	<ul style="list-style-type: none"> <li>• Directly contact the child's teacher either by note, by phone on 4579 6146, email the school <a href="mailto:freemanrch-p.school@det.nsw.edu.au">freemanrch-p.school@det.nsw.edu.au</a> or email the teacher directly (if they have already given out their email address) to arrange a suitable time to discuss any issues.</li> </ul>
The wellbeing of your own child	<ul style="list-style-type: none"> <li>• For minor issues directly contact your child's teacher to clarify information.</li> <li>• For more serious concerns, contact the office. State nature of concern and arrange a suitable time to talk with the class teacher or appropriate staff member.</li> <li>• To convey information about change of address, telephone number, emergency contact, custody details, health issues etc. please contact the office.</li> <li>• Email: <a href="mailto:freemanrch-p.school@det.nsw.edu.au">freemanrch-p.school@det.nsw.edu.au</a></li> <li>• For significant Child Protection concerns, contact the office and make an appointment to see the Principal.</li> </ul>
Actions of other students	<ul style="list-style-type: none"> <li>• Contact the class teacher for a classroom concern.</li> <li>• Contact the class teacher or Assistant Principal for a playground concern.</li> <li>• Contact the Principal if you feel that the concern requires further intervention or investigation.</li> <li>• <b>At no time should a parent approach another child to address an issue at school.</b></li> </ul>
Actions of a staff member	<ul style="list-style-type: none"> <li>• Contact the office or email <a href="mailto:freemanrch-p.school@det.nsw.edu.au">freemanrch-p.school@det.nsw.edu.au</a> and make an appointment to see the Principal.</li> </ul>
School policy or practice	<ul style="list-style-type: none"> <li>• Contact the office. State the nature of the concern and make an appointment to see the Principal, Assistant Principal and/or appropriate member of staff.</li> <li>• Email: <a href="mailto:freemanrch-p.school@det.nsw.edu.au">freemanrch-p.school@det.nsw.edu.au</a></li> </ul>



# Freemans Reach Public School

## ANTI-RACISM Processes and Procedures

In recent years, Australians have become increasingly aware of the role of various forms of racism in Australian history and society as a whole. Racism is perpetuated by silence and denial. Those who suffer most from racism must be given the means whereby they can have confidence in the various mechanisms to combat and challenge the unacceptable. While the external avenues are important, the school must provide mechanisms for action. These procedures and structures are a means of addressing racism in a way which promotes effective redress and racial harmony.

Freemans Reach Public School rejects racism in all of its forms. It is committed to the elimination of racial discrimination of any kind.

### **At Freemans Reach Public School we will endeavour to:**

- counteract the causes and redress the effects of racism in the context of the school, the school community and the curriculum;
- protect the rights of students and staff to achieve their full potential in an environment which encourages the affirmation of their cultural identity;
- provide those who need it with a range of avenues of complaint and redress;
- ensure that everyone in the school understands and fulfils their responsibilities in the implementation of this policy;
- appoint a teacher to be trained as the Anti-Racism Contact Officer (ARCO); and
- maintain a register of reports of racism.

### **The Principal will endeavour to:**

- allocate resources and responsibilities for the implementation of the policy;
- ensure that the school community is familiar with the Anti-Racism Policy and the grievance procedures;
- develop, implement, review and evaluate the Anti-Racism Policy;
- assist staff in developing strategies for addressing racism in appropriate subject areas and across the curriculum;
- intervene to prevent racism from occurring and to redress its effects if preventative measures are not possible; and
- monitor implementation of the policy and the working environment in its effects if preventative measures are not possible.

### **Executive and Teaching staff will endeavour to:**

- ensure that curriculum content and teaching methods are congruent with and support the Anti-racism policy;
- develop strategies in the school for increasing student understanding of racism.
- monitor the school environment in terms of racist attitudes and behaviours and intervene to prevent racism from occurring in the school environment; and
- refer cases of Racism to the ARCO.

### **Students and the Community will be encouraged to:**

- treat all members of the school community with tolerance, understanding and respect; regardless of their ethnicity or cultural background;
- refer instances of racism to a teacher;
- adopt an inclusive tolerant attitude towards all individuals; and
- not tolerate racism in any form as a bystander.

*For more information refer to the Department of Education Anti-Racism Policy*