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18th March, 2019

Parent Concerns and Complaints

Dear Parent/Guardian,

Over the past couple of years, as a school community, we have continued to work on improving many processes and procedures here at MEPS. The core focus of our work remains on supporting all students in achieving their very best. We are constantly reflecting, planning and refining our approaches to all areas of the administration and running of our school and continue to prioritise new and improved ideas. As I reflect on all that has been achieved in recent time, I am proud of how all members of our community have adjusted and supported our work. Many of these changes have come about through the feedback given from staff, students and parents and this process will continue into the future.

From time to time, issues do arise that require further information, investigation or attention. As we continue to refine our communication processes, a 'Parent Concerns and Complaints Flowchart' has been developed to assist parents in identifying who to speak to first about their issue. If no resolution occurs, the flowchart identifies who the next person to speak to is.

Developing a strong working relationship with your child's classroom teacher is always the first port of call for individual issues involving your child's learning and/or behaviour.

If you are aware of an issue involving students from several classes your child's classroom teacher or the sub-school leader will be involved. In 2019, the sub-school leaders are:

Prep to Grade 2 – Hayley Gregory

Grade 3-4 – Michelle Polley

Grade 5-6 – Melissa Shalagin

Our Assistant Principal, Bev Harvey is best placed to speak with you about more complex student welfare issues. Issues involving staff members, school policy or school management issues are usually addressed by the Principal.

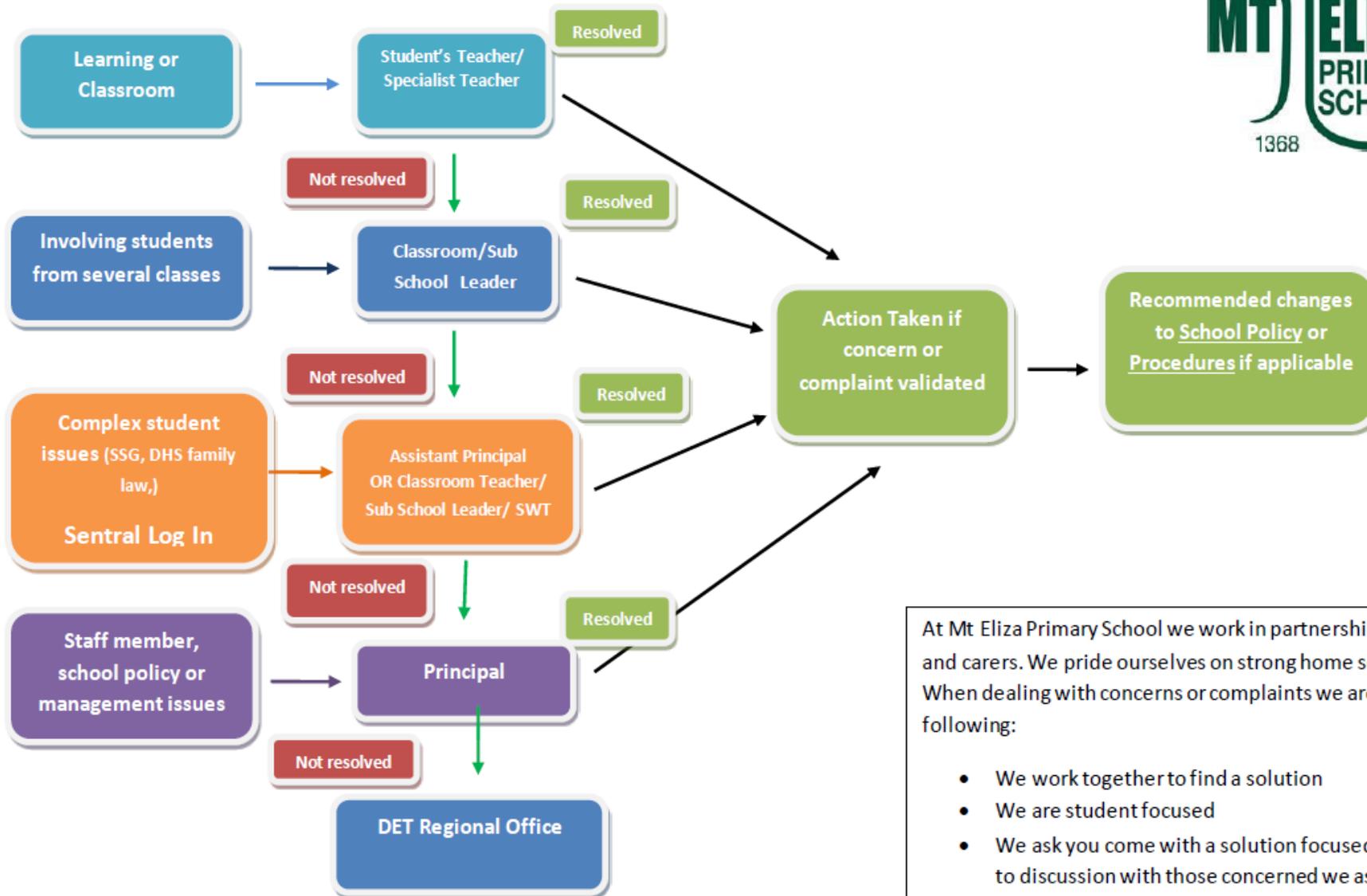
In order to achieve a positive outcome, it is very important parents define exactly what the issue is and what outcome they are seeking. It is important to remember that some outcomes may not be possible, so remaining open to a variety of solutions is key.

Yours sincerely,

Brett Bell
PRINCIPAL

Parent Concerns and Complaints Flowchart

What does the Issue Relate to? Who to Respectfully Talk To?



At Mt Eliza Primary School we work in partnership with parents and carers. We pride ourselves on strong home school links. When dealing with concerns or complaints we are guided by the following:

- We work together to find a solution
- We are student focused
- We ask you come with a solution focused mindset. Prior to discussion with those concerned we ask you to think about what your idea outcome would be. This may not always be possible but it's a great starting point for discussion.