

The school should always be your first point of contact.

Schools need to know if you have any concerns about your child's education. Teaching and learning works best when parents and teachers talk to each other and work together to solve any problems.

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

- talk with family and friends to clarify your enquiry/concern
- write down your enquiry/concern, listing all relevant information and the school's actions/decisions; and consider possible outcomes to resolve the matter

Resources

The ACT Education Directorate website has a number of informative pages that you may find useful when talking with your school, including:

- Safe and Supportive
- Inclusion and Wellbeing
- Gifted and Talented students
- Enrolment policy guidelines

Please visit: www.education.act.gov.au

If you have not been able to resolve your concern through these processes, you can approach:

- Human rights and discrimination concerns – contact: ACT Human Rights Commissioner
www.hrc.act.gov.au/humanrights
- Privacy concerns – contact: Office of the Australian Information Commissioner
www.oaic.gov.au
- Administrative and operations concerns – contact: ACT Ombudsman
www.ombudsman.act.gov.au
- Reviewable decisions (in certain circumstances) – contact: Australian Capital Territory Civil and Administrative Tribunal (ACAT)
www.acat.gov.au



At any time, you may approach any of the following external agencies relating to:

- **Imminent danger of a child or yourself**
ACT Police 000 or 131 444
- **Child protection**
Community Services Directorate
1300 556 729



ACT
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Education

Do you need help with an enquiry or concern?

TALKING WITH YOUR SCHOOL

WHERE DO YOU START?

STEP 1 Make an appointment with your school via phone or email

STEP 2 Discuss your enquiry or concern with the class or executive teacher.

STEP 3 Discuss your enquiry or concern with the principal.

You may also contact the ACT Education Directorate if:

- your enquiry/concern has not been resolved by your school's principal
- there is a reason for not raising your enquiry/concern with the school directly
- you would prefer to lodge a written description of your enquiry/concern and the steps you have taken to achieve an outcome
- if you would like to make your complaint anonymously.

The online contact form can be found at www.education.act.gov.au/contact_us

The first step is to make an appointment with the most appropriate person at your school. You are able to take a support person with you if you need assistance talking about your enquiry/concern.

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

- academic progress
- general behaviour
- homework
- assessment
- attendance
- social or emotional wellbeing.

Discuss your enquiry or concern with the principal if:

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

Alternatively, you can write to the school. Enquiries/concerns received may be responded to in person, by phone or in writing.

In your discussion with the teacher:

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

How long will it take to resolve my enquiry or concern?

The principal will need time to discuss your enquiry/concern with all relevant parties but you can contact the school for updates.

Your enquiry/concern will be managed according to established school policy and procedures.