



# Karrinyup Primary School

## Talking With My School



[www.karrinyupps.wa.edu.au](http://www.karrinyupps.wa.edu.au)



[karrinyup.PS@education.wa.edu.au](mailto:karrinyup.PS@education.wa.edu.au)



15 Hampton Street, Karrinyup



9422 2050

## Rationale

As a parent or caregiver, you play a vital role in your child's learning. At Karrinyup Primary School, we believe that positive engagements and building a strong relationship between home and school is essential to your child's learning. Effective, timely and transparent communication is the key to the success of this relationship.

We are committed to responding promptly to your enquiries, concerns, complaints, suggestions and compliments.

If we haven't responded to your enquiries, concerns, complaints, suggestions and compliments within two school days, please re-contact the school.

### **Before contacting the school with an enquiry, concern or complaint we suggest you:**

- Check the school website and communications for further information;
- Reflect, clarify, and write down your enquiry, concern or complaint;
- Make a list of relevant information specific to your enquiry, concern or complaint;
- Consider taking a support person with you if you feel nervous about talking about your enquiry, concern or complaint.

The next step is to arrange an appointment with the most appropriate person at the school. This can be done by phoning the main office on 9422 2050, speaking to or emailing the person directly. Contact details can also be found on the school's website and from the classroom teacher.

Schools play a very important role in the social development of children. Deliberate strategies are built into every lesson to address the social and emotional development of our students. When faced with an audience of their own peers, children may and do act/react in a different way at school than in the home.

Concerns can be sensitive to discuss and may involve other adults or children. At times events occur which don't always appear fair. However, it is often the case that the injustice was not intentional, particularly if younger children are involved, so we encourage all parties to approach these situations in the spirit of co-operation and genuine partnership.

## Where to direct your enquiry or concern

The matrix below lists the type of enquiries, concerns or complaints that are addressed by each body:

### School

It is expected the vast majority of matters will be raised and managed by the school including:

- Children's learning, development and wellbeing;
- The organisation, delivery and management of school activities and programs;
- Queries, concerns and complaints

### Board

Matters relating to:

- Broad strategic directions as articulated in the Business Plan
- Board meetings and membership;
- Sponsorship opportunities;
- School Uniform Policy.

### P&C

Matters relating to:

- Community initiatives
- School Uniform sales and enquiries;
- Parent Representatives;
- School Canteen;
- Volunteering;
- Fundraising and community events

***So we can deal with your enquiry or concern thoroughly and effectively, we ask you direct it to the most appropriate person, or ask for assistance at the office.***



CLASS  
TEACHER

We expect that your child's class teacher is the most appropriate person to address the majority of your enquiries or concerns including:

- Emotional Wellbeing - happiness at school or other factors that may affect learning
- Social Wellbeing - Friendship matters, bullying
- General Behaviour - Incidents at school or home
- Academic Progress - Assessments, reports, homework
- Attendance - or any other aspect of school life that is impacting on your child's education



DEPUTY  
PRINCIPAL

A Deputy Principal is engaged in the following instances:

- If you are not able to reach a satisfactory outcome regarding your enquiry or concern
- If the previous issues reappear
- For all matters relating to teachers and students that have not been resolved with the class teacher (s)



PRINCIPAL

The Principal is engaged in the following instances:

- If you are unable to achieve a satisfactory outcome with the class teacher or Deputy Principal
- If your enquiry or concern is about the conduct of a teacher or another member of school staff
- If your enquiry or concern is regarding a major safety, security or legal matter



## School Board

The purpose of the School Board is to enable parents and members of the community to engage in the activities that are in the best interests of students and will enhance the education provided by the school.

Enquiries or concerns directed at this level include matters pertaining to the school's objectives, priorities, sponsorship and general policy directions. School management, operational matters and matters of educational instruction should be directed through appropriate school channels.

## Complaints

All complaints are managed according to the Department of Education's Disputes and Complaints Policy  
<https://www.education.wa.edu.au/complaints>

Having gone through the school's processes outlined in this policy, if parents are not satisfied with the school's response, the next step is to familiarise yourself with the Department's policy and to bring the complaint to the attention of:

Director of Education, North Metropolitan Education Region

Mrs Joanne Harris

Street address: 20 Grenville Street, Tuart Hill 6060

Postal address: PO Box 1126, Innaloo City WA 6918

Email: [NorthMetropolitanERO.PublicInbox@education.wa.edu.au](mailto:NorthMetropolitanERO.PublicInbox@education.wa.edu.au)

Ph: (08) 9285 3600