



**Rationale**

Positive, clear and effective processes for resolving concerns between the school and community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment.

**Definition**

To provide clear, positive and fair processes that allow concerns to be aired and resolved in a timely and effective manner.

- Tatachilla Lutheran College prides itself on clear, consultative and open communication. Staff will attempt to resolve all issues using positive communication strategies.
- While we accept our responsibility to consult, and to communicate both clearly and effectively with the community, members of the community also have an obligation to read all electronic and written communication including notices, newsletters, Parent Handbook, attend briefings, and to seek clarification when required.
- At times members of the community may be confused or disagree about the things that we are doing. If so, the Head of School and/or Principal will provide the concerned community member with a copy of this 'Community Concerns Policy'.

**Community Concerns Procedure**

Procedures exist to provide positive, clear and effective processes for resolving concerns between the school and community members. It is essential that the established process as outlined below is followed to resolve concerns:

See flow chart overleaf

- The Parent Partners (as and when constituted) and College Board are in agreement that they will not become a conduit for community complaints or become involved in confidential or personal issues, and will generally refer specific concerns about individuals and/or College matters to the appropriate level as outlined above.
- All concerns are to be kept as confidential as possible.
- Community members and College staff members may be accompanied by another person at appointments in a support role to resolve concerns. Both parties shall inform each other whom their support person will be.
- All formal discussions and processes involving concerns will be documented.
- The Principal and/or Head of School will exercise his/her judgment as to whether or not they will act upon anonymous complaints.
- The Principal will provide community members with appropriate College Board and/or Lutheran Schools Association SA/NT/WA contact names and telephone numbers if concerns are not resolved within the College.
- College staff will be advised of any changes to this procedure.

It is noted that neither the Minister for Education and Child Development nor the Department for Education and Child Development has any power to directly intervene in any complaints relating to the operations of a non-government school.



# TATACHILLA

## LUTHERAN COLLEGE

### Tatachilla Lutheran College – Resolving Community Concerns

It is imperative complainants do not skip steps in this process

