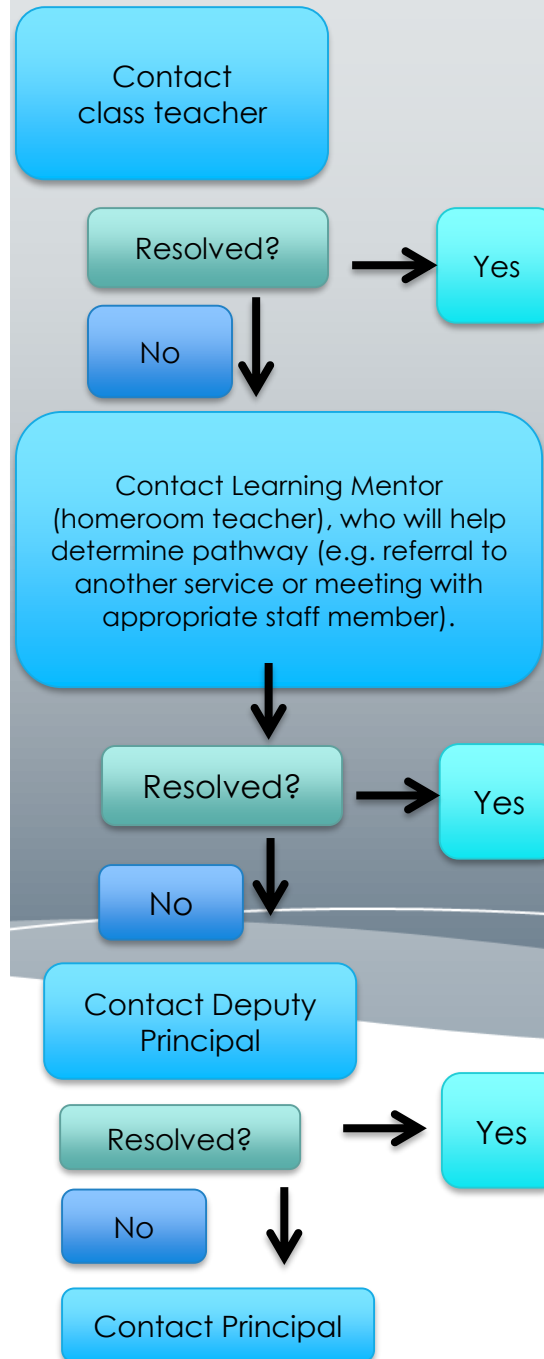


Parent Guide to raising a concern

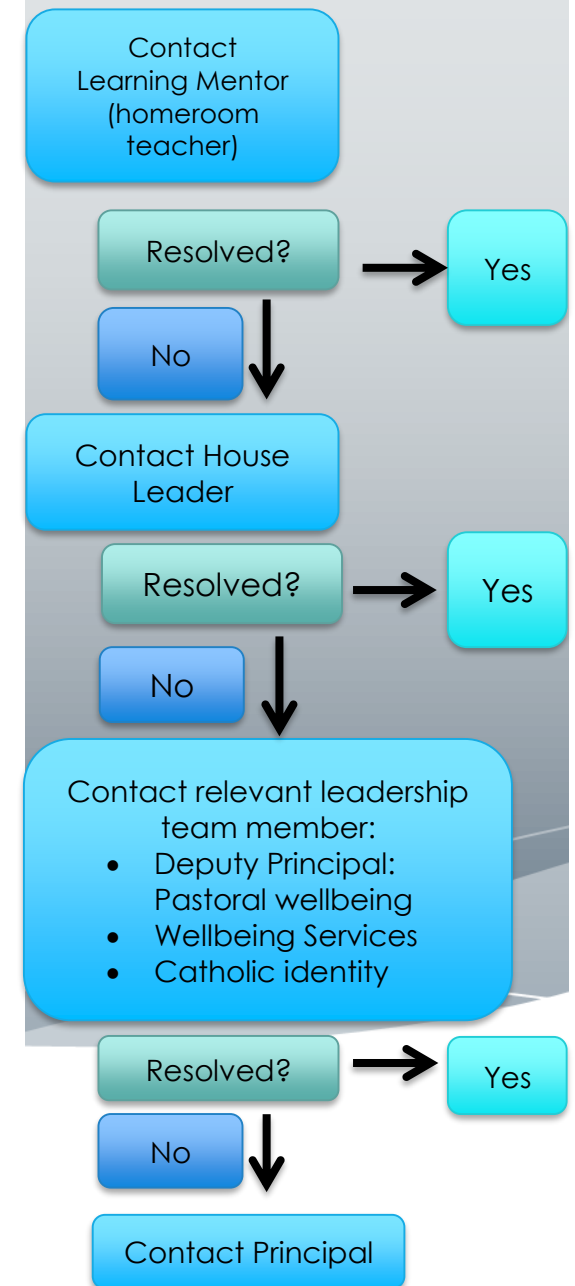


Assumption College
Kilmore

How to get help: academic progress



How to get help: student wellbeing



Education and Wellbeing

Education and quality pastoral care are vital for your child's success and we are committed to delivering high-quality education and care. By working with you to resolve any matters of concern, we aim to provide the best support and care possible.

We recognise that sometimes things do go wrong and that you can feel like your expectations of care for your child are not being met. Therefore, if you have a concern we encourage you to raise it with the appropriate person.



What to do if you have a concern

So that we can work together there are some simple steps to keep in mind if you have a matter to raise with the school.

Talk to the School:

Your first point of contact if you have a concern will be your child's Pastoral Care Teacher. Find an appropriate time to talk with them about your concern, "on the run" is never a good time. The front office may be able to help arrange a suitable time, or an email to the teacher will also help open the lines of communication.

Your child's House Leader may need to be involved if you think the matter is more serious or sensitive.

The teacher or House Leader will follow through on your concerns and get back to you. If you are not satisfied, you can choose to follow up your concern with a member of the College Leadership Team, which includes the Principal. They will work with you and the staff member to resolve this issue.

The school will endeavor to resolve your concern as quickly and appropriately as possible.

Please remember that open and polite conversation resolves issues much more quickly than angry, aggressive and accusatory language.

If you are not satisfied that your concern has been resolved, a member of the Leadership Team can assist you in investigating additional means of arbitration, and there is a copy of the 'Issue Resolution' procedure on the school website.