



HALLETT COVE EAST PRIMARY SCHOOL

Raising a Concern

Respect – Responsibility – Excellence – Fairness

Most issues or concerns can be resolved when parents/caregivers and school staff work together in a spirit of open communication, mutual respect, and shared responsibility. We take a restorative approach-focusing on repairing relationships, understanding perspectives, and working collaboratively to find constructive solutions.

School Process for Raising a Concern

1. Arrange a meeting with your child's teacher to discuss the concern. Clearly define the issue or concern you wish to address. This can often be the quickest way to resolve issues related to classroom activities or student behaviour.
2. If the issue is unresolved, contact the school office via email or telephone to make an appointment to meet with a member of the leadership team.
3. Write down key points and questions you wish to discuss. Bring relevant documents or information to support your concern. Present your concern calmly and clearly. Be open to hearing the school's perspective and work collaboratively to find a resolution. Consider possible solutions and agree on a plan of action.
4. After the meeting, you can expect to receive a summary of the discussion and agreed actions as a record of the meeting. Keep in touch with us to ensure that agreed actions are implemented and progress is being made. Regular communication can help prevent misunderstandings.
5. If you feel the issue remains unresolved, you may wish to consider contacting the Department's Customer Feedback Unit on 1800 677 435 or via the [online feedback and complaints form](#).

Our Contact Details:

Phone: 8322 3677

Email: dl.1053.info@schools.sa.edu.au

Further information

You will find further useful information before raising a concern, through the Department for Education's [feedback and complaints](#) section of the website.