

# LET'S TALK ABOUT YOUR CONCERNS

**Child Side Playgroup and School (CSS) is committed to providing and ensuring a respectful and psychologically safe environment that is a positive and supportive place for all children and staff in which learning takes place. CSS expects all school community members to share this commitment to ensure the safety and wellbeing of all children and staff. CSS's culture supports equal dignity, open communication and a solution-based focus when working with people whereby everyone's voices are heard in a respectful and supportive environment. Families are requested to consider the content surrounding their concern and recognise different perspectives whilst understanding that trade-offs may need to be negotiated while solutions are worked towards over time. Our restorative justice process enables resolutions and healing in the long term.**

Open communication between you and CSS is an important part of your child's education. You should feel confident that we will listen and respond to your concerns, and work with you to resolve concerns and complaints within our capacity and context of a school caring for a community of children.

Please contact us as soon as you have a concern. Talking to your child's CC Educator is the best place to start. Contact the school to arrange an appointment or if you prefer, email, phone or write a letter. You may be asked to put your concerns in writing if you need to tell us about multiple or complex issues.

## Talk to a co-principal if:

- You were not able to achieve a satisfactory outcome with your child's CC Educator
- The matter is about the conduct of an Educator or another staff member
- The matter is about something impacting your child's education and attendance.
- The matter concerns the quality of the education program.

## Talk to the GC Chair if:

- You believe that your concern was not resolved by the school.
- The matter is about the conduct of a Co- principal or Governing Council Member.

## Make an anonymous complaint

You can make a complaint anonymously; however, it will be difficult to resolve the issue if we can't talk to you about the details of your complaint. Our reciprocal relationships framework underpins all our communication processes, enabling care and trust.

## Understand the Child Side School complaints process:

refer to the Child Side school website for the CSS Concerns, Complaints and Disputes Policy

If you are not happy with the handling of your complaint or believe the outcome is unreasonable, then you may wish to request an independent review at any stage throughout the process by contacting the Ombudsman Western Australia - [ombudsman.wa.gov.au](http://ombudsman.wa.gov.au)

## How to make a complaint or get more information regarding your concern.

### Contact Child Side School

Office Hours

Mon, Tues, Thurs, Fri: 9.00am – 3.00pm

Wed: 9.00am – 2.00pm

Phone 08 9731 5232

Child Side School Office



Phone an educator - CC Educator's phone numbers & email addresses can be found in the School Stream App under the Contacts Icon.

Phone a Co-principal - Co-principal's phone numbers & email addresses can be found in the School Stream App under the Contacts Icon.

Thank you for treating our staff as professionals and understanding they are also human beings with their own families.



Email [concerns@chidsideschool.wa.edu.au](mailto:concerns@chidsideschool.wa.edu.au)



Post: PO BOX 112  
BOYANUP WA 6237



Email the Governing Council Chair  
[governingcouncil@chidsideschool.wa.edu.au](mailto:governingcouncil@chidsideschool.wa.edu.au)



Access other relevant information and documentation on the Child Side Website  
[www.chidsideschool.wa.edu.au/](http://www.chidsideschool.wa.edu.au/)

take a walk on the  
**Child Side**  
Playgroup and School

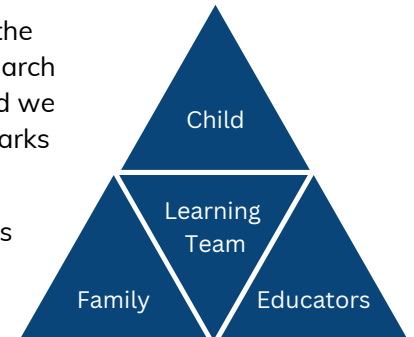
**IF YOU HAVE CONCERNS, TALKING TO YOUR CHILD'S  
CC EDUCATOR IS THE BEST PLACE TO START**

# LET'S TALK ABOUT YOUR CONCERNS

Our leadership team and Continuity and Cohesion educators invest enormous time and effort in building relational trust and focus on human values when working with families, especially when many families come with an intrinsic 'fear' of school judgement and authority from either their own experiences or wider community perceptions about how leadership and educators interact with them.

Child Side School is a pedagogical choice school, and our design boundaries impact the working conditions for our children and our staff. Our team put in a lot of time to research ways to ensure our educational pathway stays relevant, impactful and workable, and we aim to provide this information to families through meaningful conversations, story parks and information provided on our communication platforms.

Our approach includes the whole learning team, with families, children and Educators working together to achieve a common goal and to enable resolutions and the healing process. Each part of the Learning Team needs to be heard and take appropriate and workable steps together while considering the context from within the community of learners.



If you have any concerns or information you wish to discuss, please ensure you use the following to ensure you speak to the relevant staff member.

## 1: Discuss with your child's CC Educator

- Curriculum Information
- Individual child's progress
- Shape of the day
- Cluster teaching and Learning Strategies
- Child's engagement

**Book a Learning Team Debrief**

- Child's concerns
- Conflict resolution
- Protective Behaviours

**Text your child's CC Educator**  
**Speak to your child's CC Educator face to face the next day.**

## 2: Discuss with the leadership team

- Conflict between families
- Conflict between children outside of school impacting school relationships
- Concerns regarding staff code of conduct
- Integrity/alignment concerns
- Concerns regarding other people's children

## 3: Escalate your concern to GC

If your grievance has not been resolved, please reach out to the Governing Council Chair.

### The Role of the Director General

The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards and monitors the school's compliance with the standards including the standard about its complaints handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on the [Department of Education website](#). While the Director General may consider whether the school has breached the registration standards, and other requirements, they do not have power to intervene in a complaint or override the school's decision.