

At Weeroona College Bendigo we value:

- ★ **RESPECT**  
accepting difference and treating others with empathy and tolerance.
  
- ★ **INTEGRITY**  
behaving truthfully, in a trustworthy manner and taking responsibility for one's actions.
  
- ★ **PERSONAL EXCELLENCE**  
seeking to perform at one's own highest possible standard.

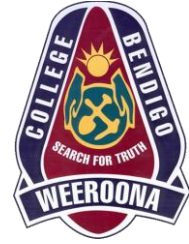
**Our focus at Weeroona College Bendigo** is to always achieve the best outcomes for all students by:

- Providing a safe, caring and supportive learning environment for our students.
- Building positive, supportive relationships between students, parents and staff.



Weeroona College Bendigo

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**WEEROONA COLLEGE  
BENDIGO**



**CARES**

**&**

**CONCERNS**



## WHY DO CONCERNS ARISE?

Schools are very busy places - there are lots of things that happen and there are many decisions made every day.

At the same time, the community is quite diverse, with many individuals or groups having vastly different opinions on how things should be done.

It is inevitable, therefore, that times will arise when some parents agree with the school's actions while others disagree and wish to discuss the matter with the school

We welcome such discussions, and encourage parents to raise issues so that they may be dealt with speedily and resolved to the satisfaction of all concerned.

Concerns, after all, are not a negative experience – so long as they are dealt with positively by everybody.

The following process for presenting and managing community cares or concerns has been developed by School Council in consultation with the community.

We believe it works well, and it is the way we will manage all concerns at our school.



## AGREED COMPLAINTS PROCESS

We ask that the following process be used to resolve cares or concerns at our school.

### STEP 1

Try and find out the facts before contacting the school. Many concerns are quickly resolved once the parent is aware of all the facts.

### STEP 2

Let the school know via letter, telephone or make an appointment to meet to let someone know that you have a concern, providing details of the issue. Our aim is to acknowledge receipt of your concern within two school days.

### STEP 3

We aim investigate your concern in a timely manner and the most appropriate person will contact you to discuss the matter, or to organise a meeting. Almost all issues are resolved by this point

### STEP 4

If, however, the matter remains unresolved, make a formal appointment to discuss the issue with the Principal/Assistant Principal.

### STEP 5

The Regional Office can be contacted to help solve problems. The Principal/Assistant Principal can provide contact details.

## THINGS TO ALWAYS REMEMBER

- Problems are best resolved using a positive attitude. Anger is usually counter productive to solving problems.
- People need time to investigate and resolve many problems; a quick fix is not always possible or desirable.
- Our school is large and complex – very few decisions will suit everybody.
- There are always at least two sides to every story – with students there are often as many stories as there are children.
- Not all disagreements can be resolved – sometimes we simply have to agree to disagree.
- Opinions vary widely – disagreement is a natural part of life.
- Everybody is doing what they believe is right, even if it's different to what we think.