



Do you need help with an enquiry or concern?

# TALKING WITH YOUR SCHOOL

## WHERE DO YOU START?

**1** Make an appointment with your school via phone or email.

Contact your schools front office to make an appointment with the most appropriate person. Alternatively, you can write or email the school about your concerns.

**2** Discuss your enquiry or concern with the class or executive teacher.

Provide all relevant information, discuss possible outcomes for addressing your enquiry/concern, and settle on an option that can be achieved with input from you, the teacher and your child.

**3** Discuss your enquiry or concern with the principal.

If you were not able to achieve a satisfactory response with the class or executive teacher, or if your concern relates to the conduct of a school staff member, or is about another aspect of school life that is impacting on your child's education.

## WHAT ARE YOUR OTHER AVENUES?

If your concern remains unresolved, you may wish to contact the Complaints & Liaison Unit on 6205 5429. You may also wish to lodge a written description of your enquiry/concern using the online contact form which can be found at: [www.education.act.gov.au/contact\\_us](http://www.education.act.gov.au/contact_us)



**At any time, you may approach any of the following external agencies relating to:**

**Imminent danger of a child or yourself:**  
ACT Police 000 or 131 444

**Child protection:**  
Community Services  
Directorate 1300 556 729