

Rationale

Wenona ("the School") promotes a school community where each member is respected and valued. Positive relationships, professional interactions and a willingness to take a pro-active response towards

Wenona community as a means to sustaining a positive, welcoming and well-functioning school community.

The School is committed to ensuring that all members of the community are treated with respect and dignity. The School is committed to ensuring that all members of the community are treated with the School in a timely, professional and appropriate manner.

The following guiding principles of assisting members of the community in seeking the most appropriate and supportive approach to raising concerns and addressing grievances.

These guidelines are intended to ensure that the rights of the School, students and parents are:

protected when a concern or grievance is submitted.

resolved as expeditiously and effectively as possible

handled following standard procedures across the School and Wenona community, and processed in accordance with any relevant requirements.

Guidelines for raising concerns

For all students and parents

in the [Principles and Procedures](#) document.

and Procedures document.

For all other concerns, in the first instance, students and parents should communicate verbally or in written form with the subject teacher (Senior School) or class teacher (Junior School).

It may be appropriate to raise some concerns with the relevant Year Coordinator, Head of School or appropriate Director (Performing Arts, ICT, Sport, and Boarding), or Head of Curriculum (Kindergarten to Year 6), or the Heads of Teaching and Learning. If an ongoing concern is raised, or is of a more serious nature, or where it is not appropriate to deal with the teacher directly, then it should be outlined in writing and

