### CONTACT DETAILS

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<tr>
<th>Keynton Primary School</th>
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<tr>
<td>Principal: Catherine Hull</td>
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<td>Phone: 8564 8258</td>
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<td>Fax: 8564 8332</td>
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<tr>
<td>Email: <a href="mailto:cathy.hull@keynetonps.sa.edu.au">cathy.hull@keynetonps.sa.edu.au</a></td>
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<th>Barossa Valley Partnership</th>
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<tr>
<td>Education Director: Kathryn Bruggemann</td>
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<td>Phone: 8522 0900</td>
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### CONFIDENTIALITY

It is important that your concerns are kept confidential and, although at times you may wish to seek support from friends or an advocate, it is important to do this wisely.

When the matter is discussed in the student’s hearing, it is important that the student understands that you have confidence that the issue will be resolved confidentially, at the school level. Criticism of the school or teacher does not support the child’s education as it can undermine trust and confidence.

Similarly, members of the staff are expected to keep concerns that have been raised confidential and must not discuss the issue/s in front of students. Staff would also expect the matters to be resolved with parents and caregivers appropriately.
CONTEXT

Good relationships between home and school give our children a better chance of success. Student learning is at the heart of everything we do. Our learning and teaching programs are underpinned by our commitment to the following principles:

- A constant focus on quality and standards
- Equity and access for all students
- Accountability
- Partnerships

This document provides information about avenues of communication which strengthen the partnership between parents and the school providing quality education. It acknowledges the importance of the relationship between caregivers/parents and the teachers and other staff.

PROCESS FOR RAISING CONCERNS

From time to time situations may arise which you question or feel concerned about. Staff welcome the opportunity to discuss any concern you may have.

In the first instance arrange to talk to the person who knows about the situation.

Usually this is:
- The classroom teacher
- The yard duty teacher

If you still have concerns after meeting with the teacher you can arrange to chat with the principal.

It will always help the situation if you are calm and honest in your approach.

THE NEXT STEPS

At times it may be appropriate to seek assistance from another parent before issues escalate and certainly before approaching Regional Officers.

The following Governing Councillors and parents have been nominated to support other parents at these times:
- Giles Bartram
- John Mann
- Heather Dutschke

Please phone any of these supportive people for a chat or a coffee in order to work towards an appropriate outcome for all concerned.

If you are still not happy after meeting with the relevant people you may wish to contact the Regional Office.

The Parent Complaint Unit can be contacted on 1800 677 435 if you are still not satisfied.