



## PARENT & STUDENT COMPLIMENTS AND CONCERNS POLICY

### Contents

INTRODUCTION .....	2
EXCLUSIONS .....	2
It does not deal with; .....	2
DEFINITION .....	2
OBJECTIVES OF THIS POLICY .....	2
IMPORTANT NOTICE .....	2
POLICY STATEMENT .....	3
CONCERNS HANDLING PRINCIPLES.....	3
COMPLIMENTS.....	3
PROCEDURE .....	4
Primary.....	4
Highschool.....	4
LEGISLATION AND RELATED POLICIES .....	5
DOCUMENT INFORMATION.....	5

# PARENT AND STUDENT COMPLIMENTS AND CONCERNS POLICY

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## SCOPE OF APPLICATION

This policy is applicable to the following entities:

Cedar College (*the College*)

This policy describes Cedar College's practices for handling parent and student compliments and concerns. Throughout this document, the term 'parent' has been used to refer to both parents and caregivers, which includes individuals who have assumed responsibility for the role of primary caregiver for a child or young person, such as guardians, grandparents, or other family members.

## INTRODUCTION

At Cedar College, we are guided by a commitment to uphold biblical principles in every aspect of our community, including the resolution of concerns as found in Mathew 18:15 (NIV) *"If your brother or sister sins, go and point out their fault, just between the two of you. If they listen to you, you have won them over"*. Recognising that challenges may arise, we embrace the teachings of empathy, justice, and reconciliation found in the Bible. This policy is designed to uphold these principles, placing a strong emphasis on addressing concerns in a manner consistent with our core values and our Vision: Discover Jesus, Display Love, Develop Self.

## EXCLUSIONS

**It does not deal with;**

- Staff concerns, or employment conditions.
- Complaints or concerns between parents of the College.
- Matters unrelated to the Cedar College community.

## DEFINITION

Cedar College acknowledges that a concern represents an expression of dissatisfaction regarding a real or perceived situation, outcome, or decision. Parent or student concerns at Cedar College typically revolve around communication, discipline, student safety and questions regarding teaching and learning. In upholding our commitment to transparency, we have implemented efficient resolution procedures to address and resolve parent and student concerns as quickly as practical. This proactive approach aims to foster a positive learning environment, ensuring that every concern is acknowledged and addressed to the satisfaction of all parties involved.

Moreover, parents and students may offer compliments to Cedar College by expressing their appreciation for various aspects of the school environment. We value and encourage positive feedback as it helps us to understand what aspects of our community are thriving and allows us to continuously improve. Ephesians 4:29 (NLT) *Let everything you say be good and helpful, so that your words will be an encouragement to those who hear them.*

## OBJECTIVES OF THIS POLICY

This policy and its procedures are shaped by the College's Purpose, Goals and Christian Values and aims to:

- a) outline Cedar College's resolution pathways and its management of concerns and disputes;
- b) prevent gossip and undermining of the College;
- c) promote the prompt resolution of concerns by consultation, cooperation, and discussion;
- d) enhance the College's ability to identify trends and eliminate causes of some concerns; and
- e) above all, promote fellowship and harmony throughout the College and wider community.

## IMPORTANT NOTICE

- Neither the Minister for Education, Training and Skills nor the Department for Education has any power to directly intervene in any concerns relating to the operations of a non-government school. The Education and Early Childhood Standards and Registration Board (the government body that has the responsibility for registering schools or early learning centres) will refer any concerns back to the school to deal with.

- Similarly, the Association of Independent Schools SA (AISSA) has no power or authority to deal with concerns regarding the College, and will also refer any concerns made to it, back to the school to deal with. The AISSA is a representative body for independent schools as an advocate for their member schools.
- In the case of criminal or serious safety concerns at the College, the school will involve the appropriate authorities to manage the situation. The College will cooperate with their investigation to ensure everyone's safety.

## POLICY STATEMENT

- Cedar College is committed to providing a fair, safe, and productive school environment where concerns are handled sensitively and as quickly as practical.
- Cedar College recognises the right of parents and students to express concerns with the College. Cedar College encourages constructive criticism and concerns, provided they are presented in a respectful manner and in accordance with the procedures outlined in this policy.

## CONCERNS HANDLING PRINCIPLES

- If you, as a parent, have concerns or concerns involving a student not affiliated with your family, it is imperative to refrain from directly approaching the student or parent of the student. Such actions would constitute a violation of the Child Safe Environment policy and may result in legal consequences and the College involving SA Police. It is advised to follow the appropriate channels and procedures outlined in this policy to address and resolve any concerns regarding interactions or conflicts with other students.
- In the first instance, if parents have concerns about their child in a classroom context, we strongly encourage you to initiate contact with the respective teacher. This can be done informally through email or request a phone call.
- Please avoid taking up your child's teacher's time in the morning when dropping them off, as this is a critical period for teachers to manage class morning routines. If you have any matters to discuss, we encourage you to schedule a meeting directly with the teacher (via email) or reach out to the Primary or High School Office for assistance in identifying the most suitable point of contact.
  - **Primary** – (08) 7221 3600
  - **Highschool** - (08) 7221 3605
- If the concern persists despite efforts to address it with the respective teacher, and you seek to escalate the matter, please refer to Appendix A for guidance on the subsequent steps.
- If you're a student with a concern or concern, please refer to the appropriate personnel based on the nature of your concern. You can contact your Teacher, Year Level Coordinator, Cedar Care, or Healthcare Centre Nurses. Alternatively, please see the Primary or High School office for further directions.

## COMPLIMENTS

At Cedar College, fostering a positive environment is paramount. You can contribute by offering compliments in these various ways:

- **Direct Communication:** Parents or students can directly communicate their compliments to teachers, administrators, or staff members either in person, via email, or through a written note.
- **Social Media:** Parents are encouraged to share positive comments or reviews about their experiences. However, they are kindly requested to abstain from expressing frustrations or any grievances with the College in any online forum.
- **Learning Conversations:** Parents and students can share their positive feedback in the Learning Conversations.
- **Letters or cards:** Parents or students can send a letter or card expressing their appreciation.

## PROCEDURE

*Parents and students shall commence at Step 1, advancing through subsequent stages should the issue of concern remain unresolved.*

### Primary

Parents and Students Concerns Procedure – Primary School			
<b>Concern</b>	<b>Teacher e.g. Classwork/Class Behaviour/Consequences</b>	<b>Curriculum/Homework</b>	<b>e.g. Safety, Bullying or any other serious concern.</b>
<b>Step 1 Not Resolved</b>	Contact the relevant subject/classroom Teacher	Contact the relevant subject/classroom Teacher	Contact the relevant subject/classroom Teacher
<b>Step 2 Not Resolved</b>	Director of Junior Primary or Director of Upper Primary	Director of Primary Curriculum	Counsellor Director of Upper Primary or Director of Junior Primary
<b>Step 3 Not Resolved</b>	Head of Primary	Head of Teaching, Learning and Innovation	Head of Primary
<b>Step 5</b>	<b>Principal</b>	<b>Principal</b>	<b>Principal</b>

### Highschool

Parent & Student Concerns Procedure – High School			
<b>Concern</b>	<b>Teacher e.g. Classwork/Class Behaviour/Consequences</b>	<b>Curriculum Teaching Practice</b>	<b>e.g. Safety, Bullying or any other serious concern.</b>
<b>Step 1 Not Resolved</b>	Contact the relevant subject/classroom Teacher	Contact the relevant subject/classroom Teacher	Year Level Coordinator
<b>Step 2 Not Resolved</b>	Year Level Coordinator	Faculty Coordinator	Director of MS Student Development Director of SS Student Development
<b>Step 3 Not Resolved</b>	Director of MS Student Development Or Director of SS Student Development	Director of High School Curriculum	Head of High School
<b>Step 4 Not Resolved</b>	Head of High School	Head of Teaching, Learning and Innovation	
<b>Step 5</b>	<b>Principal</b>	<b>Principal</b>	<b>Principal</b>

Students can receive support from Cedar Care as needed within the concerns process.

## LEGISLATION AND RELATED POLICIES

Child Safe Environments Policy  
 Bullying and Harassment Policy  
 Sexual Harassment Policy

## DOCUMENT INFORMATION

<b>Document Name</b>	Parent & Student Compliments and Concerns Policy
<b>Date</b>	2024
<b>Author</b>	People and Compliance Manager
<b>To be Approved by</b>	Senior Leadership
<b>Next Revision Due</b>	2027