



We ought always to thank God for you, brothers, and rightly so, because your faith is growing more and more, and the love every one of you has for each other is increasing.
2 Thessalonians 1:3

STUDENTS, IF YOU HAVE A PROBLEM PLEASE FOLLOW THESE STEPS:

- 1.) When making a complaint talk about it with a trusted adult (parent/carer/teacher/chaplain/administration). If talking about it is difficult try writing your problem down and giving it to a trusted adult.
- 2.) Refrain from talking about the problem to all your friends. It is important that you talk about your problem with the person involved, or get help to talk about it with the person involved.
- 3.) Be involved with any meetings and try to reconcile with the person involved.
- 4.) Use your Peace Pack, the slippery slope and other information provided to help you with conflict.
- 5.) If you still are not satisfied with the result, a meeting with all people involved will be arranged.

IF YOU HAVE A PROBLEM WITH THE PRINCIPAL OR A MEMBER OF THE LEADERSHIP TEAM PLEASE FOLLOW THESE STEPS:

- 1.) Approach the Principal or member of the Leadership Team directly, either by telephone, in writing or in person by making an appointment.
- 2.) Be open and honest with the administration and endeavour to reconcile with the person involved.
- 3.) In the case that a parent/student is unhappy with the Principal/Leadership member's response, a letter may be written to the school's Leadership team. In the case that this still does not rectify the problem, a letter may be written to the Chairman of the Bethel School Board. This letter will be reviewed by the members of the School Board and further action or meetings may occur.

Further Information:

- 1.) A Parent Leaflet and Student Leaflet further outlining procedures is in your Peace Pack or available from the school.
- 2.) Families are encouraged to use Peace Packs provided by the school to work through issues that may arise.
- 3.) Peacemaker Courses can be run on demand. If you are interested in finding out more about Peacewise please email mim.butler@bethel.wa.edu.au



Disputes and Complaints Pamphlet



WHAT TO DO WHEN AN ISSUE ARISES?

Principal's Comment:

The desire of Bethel Christian School's Board, Administration and Staff is that as a community we would work together to glorify God and achieve the very best results for the students and families here.

Positive and encouraging relationships between staff, students and parents are vital to achieve the vision and aims of the school.

It is the staff's desire that we work together as a TEAM in your child's education. If you have a concern about anything in your child's schooling [relationships at school or any other issue] you need to partner with the school in dealing with this issue.

The aim of this pamphlet is to outline in a simple way the best way to deal with your concern.

The school is committed to dealing with all complaints and concerns in a Biblical manner. This ultimately results in a school that is a safe and encouraging place for your family and a community that glorifies God by working through peacemaker principles when an issue arises. Please partner with us by working through issues as outlined in this pamphlet.



Parents, when making a complaint, please follow the following steps:

1.) Approach the teacher directly either by making a telephone call, arranging a meeting or in writing.

2.) On school issues, a parent should not approach a child or a child's parent directly.

All contact must go through the school and a meeting may be arranged.

3.) With any issues involving an educational assistant or ancillary worker, they should contact the class teacher responsible or administration (Principal).

4.) Confidentiality must be maintained at all times. Talking about the incident must happen with the people involved rather than others in the community.

5.) Be confident that the school will investigate the incident or complaint thoroughly and endeavour to seek a suitable resolution.

Note: If requested all parties must attend a meeting if arranged by the school.