



**ACT**  
Government

Education



Do you need help with an enquiry or concern?

# TALKING WITH **YOUR SCHOOL**

## WHERE DO YOU **START?**

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

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

**Step 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.

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

Contact 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.

If your concern remains unresolved, you may wish to contact the Families and Students, Complaints and Feedback Unit using the online contact form at [www.education.act.gov.au/contact\\_us](http://www.education.act.gov.au/contact_us) or call 6205 5429.



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