



## CREATING AND MAINTAINING RESPECTFUL AND POSITIVE RELATIONSHIPS AT ADELAIDE HIGH SCHOOL

**Adelaide High School**  
West Terrace Adelaide  
South Australia 5000

**T** 61 8 8231 9373  
**F** 61 8 8212 7827  
**E** office@adelaidehs.sa.edu.au  
**W** www.adelaidehs.sa.edu.au

Special Interest Language School  
Associate School for Students of  
High Intellectual Potential



One of the strongest features of Adelaide High School is the sense of community, evidenced by the positive relationships between students, staff, parents and families. Staff work hard to ensure that they know the students in their care to support student learning and experiences across our broad curricular and co-curricular program. We believe that developing positive and respectful relationships with parents is key to ensuring student success at our school.

There are times, however, that parents / carers have concerns which they wish to raise with the school. We believe it is important that there are structures in place to support parents to do this with ease and to be able to access people at the school who have responsibility for their sons and daughters.

All students are placed in one of our four Houses and each House has a Middle School and Senior School Manager who work with a Senior Leader.

If parents / carers have a concern or grievance, the process is as follows:

### Step 1

Often issues can be resolved by parents / carers directly contacting the staff member involved in the issue.

If it is of subject nature, then the subject teacher would be the best person in the first place to discuss the issue. Parents / carers may also like to discuss the issue with the Learning Area Coordinator.

If the issue is not resolved, or if it is of a different nature, then parents / carers may wish to contact the House Manager.

### Step 2

Discuss the issue with the relevant House Manager or one of the two Student Counsellors, if appropriate.

If the issue isn't resolved, then contact the Senior Leader who has overall responsibility for the House. It will be useful when contacting the school to inform the Office staff of the general nature of the concern to facilitate the discussion.

### Step 3

If the issue is not resolved by the steps outlined above, then the Principal, who has overall responsibility for the school, is happy to talk over the phone or meet with parents and carers. It will be useful when contacting the school to inform the Office staff of the general nature of the concern to facilitate the discussion.

### Step 4

If the issue is still not resolved, parents / carers may contact the Eastern Regional Office of the Department for Education and Child Development and ask to speak with the Regional Director responsible for the school. Adelaide High School is part of the Eastern Region and the Regional Office can be contacted on 8366 8800.

### Step 5

If parents are still not satisfied, they may wish to contact the Parent Complaint Office. Links to this office are provided on the Fact Sheet entitled. *Parent Complaint Policy*. The link to this office is [www.decd.sa.gov.au/parentcomplaint](http://www.decd.sa.gov.au/parentcomplaint).