



ASSUMPTION COLLEGE

RAISING A CONCERN

Education and quality pastoral care are vital for your child's success and we are committed to high quality education and care. By working with you to resolve any matters of concern, we aim to provide the best support and care possible. We recognise that sometimes things do go wrong and that you can feel your expectations of care for your child are not being met. Therefore, if you have a concern we encourage you to raise it with the appropriate person.

So that we can work together, there are some simple steps to keep in mind if you have a matter to raise with the school. **Please talk to us:** your first point of contact if you have a concern will be your child's Learning Mentor. Find an appropriate time to talk to them about your concern, "on the run" is never a good time. The front office may be able to arrange a suitable time, or an email to the teacher may also help open the lines of communication.

The College will endeavour to resolve your concern as quickly and appropriately as possible. Please remember that open and polite conversation resolves issues much more quickly than angry, aggressive and accusatory language. If you are not satisfied that your concern has been resolved, a member of the Leadership team can assist you in investigating additional means with the aim of seeking a resolution.

How to get help with:

