

# I've got a Question, who can I ask?

## WHAT TO DO IF YOU HAVE A QUESTION OR CONCERN ABOUT SOMETHING THAT IS HAPPENING AT SCHOOL.

It's true - things happen at school sometimes that you might not be happy about. You might have a question about why we have made a particular decision or why we do things the way we do. Something may come up in the dinner table conversation with your child that you are worried about.

We want to help!

It is really important to us that we are given the opportunity to respond to your question or concern. It is even better if we can do this sooner rather than later so that it can be resolved before it grows into something bigger.

What can you do?

**Email the school at:**

**[lindfieldlearningvillage@det.nsw.edu.au](mailto:lindfieldlearningvillage@det.nsw.edu.au)**

and use the subject heading "I have a question or concern".

**What will we do?**

We will direct your question or concern to the person who can give you the right answers. We will endeavour to respond within 24 hours. The response may initially be an acknowledgement of receipt of your email. This would happen if we need more time to investigate or resolve the issue you have raised. If we need more time, we will tell you and give you a time frame for the response.



**Why is WhatsApp not the way to deal with questions or concerns about school?**

**No-one knows school operations, personnel or your situation better than the school. Although the WhatsApp parent response may be offered with best intent, the school team are the only ones who can respond from a position of having the correct information and the wider context. The school has no visibility over or ability to regulate what is being said in WhatsApp. It is a great place to connect with other parents but not a place to seek a response to questions or concerns about school operations.**