



Advice on Procedures for Resolving Issues and Concerns with Instrumental Music Teachers

While instrumental music teachers work across a number of sites, their line management is off-site, through the School of Instrumental Music. This has led to some uncertainty regarding correct procedures for resolving issues and concerns as they arise in schools.

The general policy and procedures as laid out in the Disputes and Complaints section of the Regulatory Framework form the basis of this advice. In all cases, on-site resolution should be attempted as a first step.

1. Parental concerns, queries or complaints

- **Discussion with the Instrumental Music Teacher**

Parental enquiries concerning their child's progress should be directed to the instrumental music teacher in the first instance. Communication through the student journal is the recommended first step. Instrumental music teachers will respond by either written comments, telephone contact or a personal appointment, as appropriate.

- **School Level Resolution**

- a. Parents who are dissatisfied with the instrumental music teacher's response should approach the school principal, who will work with them and the instrumental music teacher to resolve the problem.
- b. If parents wish to formalise their complaint by writing to the principal, s/he will acknowledge the complaint with a written reply as soon as possible, even if a resolution is not available at that stage.
- c. Instrumental music teachers will work with parents and school staff to resolve issues locally.
- d. If a successful resolution is not reached at the school level, the principal or instrumental teacher should contact the Manager, Instrumental Music Services for assistance in resolving the matter.

2. School concerns, queries or complaints

- a. Schools that wish to clarify policy and procedures of instrumental music service delivery should contact the Manager, Instrumental Music Services. Information is also available on the SIM website at www.sim.iinet.net.au.
- b. The principal of a school having concerns about the performance of an instrumental music teacher in the school should first raise the concerns directly with the instrumental music teacher.
- c. If the result is not satisfactory for both parties, the principal and/or instrumental music teacher should seek the help of the Manager, Instrumental Music Services to resolve the issue.

- d. If a school wishes to formalise a complaint against an instrumental music teacher, this will need to be in writing from the school principal to the Manager, Instrumental Music Services.
- e. The instrumental music teacher will receive documentation of the substance of the complaint from the Manager. Resolution will involve a review of the situation and may involve mediation between the teacher and the school.

3. Instrumental teacher concerns, queries or complaints

- a. Instrumental teachers wishing to clarify policy and procedures of instrumental music service delivery should contact either their line manager at SIM or the Manager, Instrumental Music Services.
- b. Instrumental teachers should raise concerns with the teacher in charge of music or the principal, as appropriate. Matters raised with the teacher in charge of music that are not satisfactorily resolved should be taken to the principal.
- c. If the result is not satisfactory for both parties, the principal and/or instrumental music teacher should seek the help of the Manager, Instrumental Music Services to resolve the issue.
- d. If the teacher wishes to formalise a complaint against a school, this will need to be in writing from the teacher to the Manager, Instrumental Music Services.
- e. The school will receive documentation of the substance of the complaint from the Manager. Resolution will involve a review of the situation by the Manager, Instrumental Music Services and the school principal and may involve mediation between the teacher and the school.

4. Unresolved complaints

If the procedures above are unable to resolve a complaint, it will be referred to SIM line management and the appropriate District Office.

5. Formal Complaints

In those exceptional circumstances where a formal or legal process is required, the complaint can be forwarded to:

Director-General of Education
Department of Education & Training
151 Royal St
EAST PERTH 6004