Making a complaint about our schools

Gushikiriza ibirego vyerekeye amashure yacu

Turajwe ishinga n'ugutorera umuti ibirego vyanyu mu mwanya muto cane, rero vyoba vyiza mutumenyesheje ibitagenda neza vuba cane.

Ku ngorane zimwezimwe vyoba vyiza ko muvugana n'umurongozi w'Ishure. Utazi neza uwo wokwitwarako, umwigisha w'umwana wawe canke uwukora mu biro vy'ishure yoguha inomero nyakuri.

Ukuvugana ku ngorane ziriho bushobora kuba uburyo nyabwo bwo kuzitorera umuti

Tangura urondere umwigisha w'umwana wawe, biciye mu kuvugana n'uwukora mu biro vy'ishure, canke umuhanuzi w'umwaka mu mashure yisumbuye. Ushobora kwijanira ikirego cawe, mw'ikete-muravyo [e-mail], ku mvugirakure canke mw'ikete risanzwe ubigomvye. Fata umwanya ubonane n'umwigisha canke uhamagare kw'ishure usabe umubonano.

Rimwe na rimwe dushobora kugusaba kwandika ikirego cawe. Tanga ido n'ido ry'ivyabaye, utubwire ico wipfuza ko cokorwa wisunze ikirego cawe.

Dushobora kugufasha kwandika ikirego cawe. Ushobora n'ugukoresha Icitegererezo c'Urwandiko rw'Ibirego uciye ku murongo: Feedback Assist widget – ivyo uko ari bibiri biri mu Gisata c'urubuga ngurukanabumenyi rw'Indero. Fata umwanya ubonane n'umwigisha canke uhamagare kw'ishure usabe umubonano.

Kenshi, umwe mu bakozi ashobora gutorera umuti ikirego yabwiwe. Ibirego bimwebimwe bizosaba uruhara rw'umurongozi canke uwujejwe abakozi.

Uwuriko aratorera umuti ikirego azokwegeranya inkuru akeneye ngo asuzume neza ingorane kandi afate ingingo ibereye yotuma ingorane ihera. Uwujejwe kugutunganiriza rero ashobora kugira amatohoza imbere yo kuvugana nawe.

Mu gutorera umuti ikirego, dushobora gukora ibi bikurikira:

- **Gutunganya canke gutorera umuti ingorane yabaye**
- **Gusaba ikigongwe**
- **Gutanga insobanuro**
- **Kwemera ko ingorane iba yaratorewe umuti neza gusumba uko vyakozwe canke mu bundi buryo**
- **Gufata ingingo yo guhinyanyura gushasha indinganizo y'Ishure kubwo ikirego cawe**

Rimwe na rimwe, dushobora kudahindura ivyamaze kuba, gutyo uwuriko aragutunganiriza agafata ingingo yuko ivyabaye vyari bikwiye hakurikijwe uko ibintu vyagenze. Uko bigenda kwose, uwuriko aratorera umuti ikirego cawe azokubwira imvo z'ingingo yafashe. Ivyo bishobora kuba mubonanye mwempi, mu guhamagara canke mw'ĭkĕte-murávyo.

Utanezerejwe n'inyishu uhawe, ushobora gusaba kuvugana n'uwakurikiranye ikibazo cawe kugira ngo mukivuganeko, utomore ingorane zawe kurushiriza.

Bishitse ntunyurwe canke ngo wemere inyishu yatanzwe ku kirego cawe, kandi/canke ko uburyo ikirego cawe catorewemwo umuti burimwo akarenganyo, ushobora gusaba isubirwamwo. Ukwo gusaba kwotumberezwa ku wari yabanje kugutunganiriza canke uwumukurira.

Isubirwamwo ryokorwa n'umuntu aterekewe n'ico kirego mu buryo na bumwe kandi atari yaramaze kuba mu bagitorera umuti.

Isubirwamwo ry'ibirego ryo hanze y'Ishure ryokorwa n'inzego nk'Umuhuza, yitwa NSW Ombudsman.

Umusobanuzi yogufashiriza ku Mvugirakure

Mu gihe wokenera ayandi makuru, igore uhamagare umuyobozi w'Ishure. Asangwa ukeneye umusobanuzi ngo agufashe gushikiriza ikirego cawe, igore uhamagare Uwujejwe Isobanurandimi ku Mvugirakure ku Nomero 131 450, maze usabe umusobanuzi w'ururimi uvuga. Bwira uwitavye inomero ukeneye, azokuronderera Umusobanuzi ku murongo ngo agufashe mu kiganiro. Ntuzôríhĩshwa.