



GRIEVANCE PROCEDURES FOR PARENTS

Introduction

Our school has a commitment to creating a supportive learning environment in which parents and teachers work together harmoniously. On occasions, parents may have concerns about particular aspects of their child's schooling. With this in mind we have developed this Parent Complaint Policy which outlines an agreed process for resolving issues in a positive and supportive manner.

The Resolution Process

If you have a concern:

Step 1

Contact the staff member involved and negotiates an appointment so that you can discuss the matter without distractions. If you can't speak directly to the staff member, phone the school office. The office staff will arrange for the staff member to contact you as soon as possible. If you feel uncomfortable approaching the school, a member of the School Council or another parent familiar with school procedures can support you to establish contact. Meet with the staff member and discuss your concern respectfully.

Step 2

If you consider the issue you have raised is not resolved, contact the Front Office to make an appointment with a member of the Leadership Team. The Leadership Team consists of the Principal, Deputy Principal Senior Leaders and Coordinators. Inform him/her about the subject that you wish to discuss as this will help with the problem solving process. You may wish to arrange for another adult to support you by attending the meeting with you.

Step 3

If the issue is unresolved, contact the Front Office to make an appointment with the Principal.

Step 4

If the issue is unresolved, contact the Assistant Regional Director at the Northern Adelaide Region on 8256 8113.

Step 5

Parents may lodge their unresolved complaint to the DECD Parent Complaint Unit. Information is available at

<http://www.decd.sa.gov.au/childrensservices/default.asp?navgrp=earlychildhoodreform&id=complaints>

Additional Points with Parent Complaints

- If you believe that the issue is of a serious nature it may be advisable to take the concern straight to the Principal
- Throughout this process it is important to maintain confidentiality (particularly if the issue is sensitive for other students and their families)
- Members of the School Council can support parents in resolving grievances or raising concerns at School Council meetings. However, it is inappropriate to lodge complaints about individual staff members at School Council meetings.
- Complaints about the Principal must be directed to the Assistant Regional Director at the DECD Northern Adelaide Region.
- Throughout this process it is important that students learn that the school and the family are working together.

Date Review:	2012
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