



## Grievance Procedures for Parents

### **Introduction:**

Our school has a commitment to creating a supportive learning environment in which parents and teachers work together harmoniously.

However, there will be occasions when parents or school staff may have concerns about particular aspects of school, classrooms, yard, or behaviour expectations. With this in mind we have developed guidelines that outline a process for resolving issues in a positive, no blame manner. Quality resolutions can be achieved through communication that reflect school values of mutual **respect and cooperation**.

**Confidentiality is to be maintained at all points of the resolution process.**

### **If you have a concern:**

#### **The Resolution Process:**

##### **Step 1.**

- Contact the staff member involved and arrange 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 Governing Council familiar with school procedures can support you to establish contact.
- Meet with the staff member and discuss your concern. Respectful, quiet discussion, without accusation and blame enables points of view to be discussed and resolutions made.
- If you regard the issue as serious particularly if it relates to students' safety, contact the school for an appointment with a member of the leadership team.
- Teachers will respond within 5 working days to establish a meeting time.

##### **Step 2.**

- If you consider the issue you have raised is not resolved, make an appointment with the Principal, Dianne Burrell or Deputy Principal, Rebecca Weber or the Assistant Principal Renee Lynn. Inform her about the subject that you wish to discuss as this will help with the problem solving process. An appointment will be made within 5 working days.

##### **Step 3.**

- Attend an appointment. You may wish to arrange for another adult to support you by attending the meeting with you. The school will aim to resolve your concern or complaint as soon as possible.

##### **Step 4.**

- If you are still dissatisfied with the outcome you can refer your feedback or complaint to the Education Complaint Unit by contacting

Email: DECD.EducationComplaint@sa.gov.au

Phone: 1800 677 435 (standard call rates apply for calls from mobile phones).

**The complaint unit will:**

- Assess your complaint
- Decide what action is needed
- Let you know what has been done and when you can expect to hear about the outcome.

The department's chief executive officer or the executive director or the Office for Children and Young People, and the Chief Executive's office will be advised by the Education Complaint Unit of the outcome of the review. One of these senior leaders will make a decision about your complaint.

In most cases you can expect to hear of a decision within 35 working days.

**Will I be treated fairly?**

You and your child will not be discriminated against if you make a complaint. All staff are bound by the Code of Ethics for South Australian Public Sector which requires staff to act impartially, fairly and equitably.

You can ask for your identity to be confidential when making a complaint. However, keep in mind:

- This may limit options for investigating and negotiating a resolution
- While every effort will be made to comply with your request, freedom of information requirements may result in your identity becoming known. You can make an anonymous complaint, however; the extent to which it can be investigated is limited as staff cannot liaise with you about the complaint. Anonymous complaints raise issues in relation to natural justice - those who have allegations made about them have a right to know the particulars of the investigation.

***Throughout this process it is important that students learn that the school and the family are working together in support of their learning and wellbeing.***