

## RAISING AND RESOLVING CONCERNS

Good relationships between home and school give our children and students a better chance of success.

Child or student learning is at the heart of everything we do. From time to time issues may arise which may lead to questions or concerns. If there is an issue, please make a time to discuss it with the teacher who knows about the issue (class or yard duty teacher)

Parents can raise a concern or a complaint about any aspect of the schools operations (for example, the type, level or quality of services, the behaviour and decisions of staff or procedure, procedures and practices).

### Guiding Principles

This procedure is based on the following principles:

- The safety and educational wellbeing of students is the first priority.
- Students, parents, employees and volunteers have the right to be treated with respect and courtesy.
- Parents and students have the right to raise concerns and complaints about their school and be supported to do so.
- Wherever possible, complaints should be resolved with the staff member concerned first.
- Complaints will be considered in a confidential, timely and impartial manner and in accordance with due process and principles of natural justice.
- The rights and responsibilities of all parties should be considered and balanced in finding a mutually acceptable outcome to complaints.

### Grievance Procedure For Parents

If a parent has an issue, query or complaint, he or she may take the following steps to raise his or her grievance and have the problem resolved.

#### Stage 1 – Talk to the School

Approach the staff member directly involved in the particular situation (class, yard duty teacher or principal). Find an appropriate time to talk to the person involved. Come in or phone the school (87254047) to arrange a time for you to meet with the teacher or have a discussion over the phone.

The Teacher will look into your concern and get back to you. However if you are still not satisfied, you may choose to follow up your complaint with the principal. They will work with you and the staff member to resolve the issue. You may choose to write to the principal (who will then acknowledge receipt of your complaint with a written response as soon as possible), or telephone the school to make a time to meet with the principal.

#### Stage 2 – Education Feedback Unit

If your complaint has been unable to be resolved by the school and the regional office, the Education Feedback Unit (1800 677 435 Freecall or submit the [online feedback and complaints form](#) . The feedback unit will assess your complaint and decide what action is needed. Staff will discuss what has been done with your complaint, and when you can expect to hear about the outcome. The feedback unit can:

- give you information about why a decision might have been made
- work with the school or preschool to explore options and solutions
- review and address complaints that have not yet been resolved
- confirm if due process was followed
- connect you to the correct person or area to address your complaint
- if unable to resolve the complaint, give you review options.

### **Stage 3 – Lodge a complaint with the SA Ombudsman**

If we still haven't resolved your complaint, you may choose to seek independent advice from the [Ombudsman SA](#).

Phone: 1800 182 150 (free call)

Email: [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au)

Visit [what can I complain about](#) to find out what types of complaints they can help with.

### **Rights and responsibilities**

When raising a concern or complaint with staff, parents can expect to:

- be treated with respect, courtesy and consideration
- have the complaint dealt with in a confidential and timely manner
- have access to appropriate and easily understandable information regarding the complaint resolution process
- have the complaint considered impartially and in accordance with due process and principles of natural justice
- be kept informed of the progress and outcome of their complaint.

In return we expect that when making a complaint parents will:

- treat staff with respect, courtesy and maintain confidentiality
- raise the concern or complaint as soon as possible after the issue has arisen
- provide complete and factual information about the concern or complaint
- ask for assistance or further information as needed
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about what course of action is required to resolve your concern or complaint.

### **Complaints not covered by this procedure**

This procedure does not apply to matters where there are legislated requirements or existing policies and processes of appeal, such as:

- Complaints or appeals relating to student suspension and expulsion.
- Concerns and allegations of misconduct by staff, volunteers and service providers at DfE schools and preschools (criminal matters, child protection, corruption etc).
- Duty of care or mandatory reporting responsibilities.
- Occupational Health, Safety and Welfare related issues.

If, at any stage, it becomes apparent that the concern or complaint relates to such matters, the relevant procedures will be implemented immediately.

### **Monitoring and review**

Parent complaints, the action taken to resolve the complaint and the outcome will be recorded and monitored at the school