

Hallett Cove South Primary School Parent/Carer Grievance Policy

There may be times when parents/carers have concerns or grievances or matters of school policy which they wish to discuss. It is important that the procedures outlined below are followed to ensure that all parties have the opportunity to be listened to and be treated with respect, in the hope that the issue can be readily resolved.

Matters related to student's learning or wellbeing

1. Make an appointment to speak to the child's teacher or the staff member concerned via person to person contact, phone call, email or diary note.
2. If the issue is not resolved, make an appointment to speak with the Principal.
3. If still dissatisfied with the outcome make a further meeting time or write to the staff member or Principal with your concerns, with possible suggestions of ways to resolve the issue.
4. If after steps 1-3, parents are still dissatisfied they are invited to contact the Noarlunga Regional Office and speak with the Education Director. (Ph 82073764)
5. The Regional Office will expect that steps 1-3 have been followed.
6. If still unresolved you may contact the Education Complaint Unit on 1800677435, however all above steps should have been utilised in the first instance.

General Matters

1. Make an appointment to speak with the Principal or make a request through Front Office staff that the Principal make contact with you.
You may wish to briefly outline your concern to determine whether immediate action is necessary.
2. Contact a member of the Governing Council in regards to matters related to their function such as policy reviews, strategic planning

Protocols

Sometimes issues may cause angst or anger and it is important that parents/caregivers and all parties involved remain calm and act in a controlled manner.

Please be aware that teachers and the Principal have a duty of care to all students particularly before and after school, or they may have other commitments so they are often not able to speak with you immediately and may need to make a formal time to meet.

It is important that matters are kept **confidential** and although you may wish to seek support from friends or an advocate, it is very important to do this wisely.

It is not appropriate to discuss matters of concern in front of other parents and/or students. It is also not appropriate to contact teachers or support staff out of school hours to discuss concerns.

The school will take action to follow up all concerns **promptly** and ensure any outcomes are communicated. This can take some time if a staff member is out of the school or if some investigation is required. Often there is more to an issue than may be reported at home and every attempt will be made to thoroughly explore and address an issue.

We can work together to solve any concern if the procedures outlined above are followed. Criticism of the school, Principal, teachers and/or students does not support your child's education. Trust, confidence and improved student learning outcomes can only be developed if staff, students and parents work together to solve problems. Further information can be accessed by following this link. www.decd.sa.gov.au/parentcomplaint