



GRIEVANCE POLICY FOR PARENTS AND CARERS

1. RATIONALE

Positive relationships within the school community give children a greater chance of having a successful education experience. It is important students, staff and parents work together in solving any issue or concern that may arise and in harmony with our school values; Respect, Responsibility and Resilience. In the event of a grievance the following procedure should be used.

2. SCOPE

Principles of our procedure:

- everyone should be treated with respect
- issues or concerns at school with other students or parents need to be resolved through the school and not directly with each other
- it is not appropriate anytime at school for a parent to directly approach a child/ren or their parent/s over a concern or issue, that is school related and/or may result in the school becoming involved
- meetings will be suspended if any person behaves in a disrespectful or offensive manner.

You can assist in the resolution of the grievance by:

- addressing the issue, rather than trying to ignore it
- stating your concern/s clearly and objectively, giving specific instances where appropriate
- seeking a solution that attempts to meet the need of all those concerned.

Our commitment when a grievance is raised:

- we will listen to the concerns with an open mind and seek to understand
- we will maintain confidentiality
- we will investigate any relevant issues carefully
- we will be committed to resolving the grievance in a respectful manner striving to be as fair as possible
- we will communicate clearly, sensitively and objectively
- we will establish timelines for actions and review appropriately for any resolution (if required)

3. PROCEDURE – PARENTS AND CARERS

Class or Specialist Grievance

- Arrange a time via diary note, phone call or through electronic means to speak or meet with the relevant teacher(s). **Do not** enter classrooms expecting to discuss a major grievance without prior arrangement
- Speak or meet with the teacher
- Outline what you consider to be the grievance
- Allow suitable time for the issue to be addressed
- If the grievance is not resolved to your satisfaction, contact the front office to arrange a time to speak or meet with the appropriate member of the schools leadership team.

Yard Grievance

- Contact the school and a member of the leadership team will be assigned to discuss the grievance

Policy Grievance

- Parents, carers and community members with a school policy grievance should contact the Principal.

OSHC Grievance

- Contact the OSHC Director to discuss the grievance
- If the grievance is significant or not resolved to your satisfaction contact the front office and a member of the leadership team will be assigned.

Further information:

- Raising a Complaint- working together to resolve complaints in DFE schools – available from the school or online:
<https://www.education.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool>

4. Review

These procedures will be reviewed in 2024