

GRIEVANCE PROCEDURES FOR PARENTS POLICY

INTRODUCTION

We value the development and maintenance of positive working relationships so that parents and teachers work together to create a supportive learning environment for students.

We acknowledge that there are occasions when -

- misunderstandings occur
- people believe that they have been treated unfairly
- agreement between people cannot be reached

BELIEF

Grievance procedures outline a process to be followed in resolving any difficulties.

They will help in resolving grievances if -

- everyone stays calm
- there is a focus on the grievance not the person
- solutions are found that suit everyone
- everyone works together to address the grievance

PARENT ADVOCATE

Parents may choose to bring an advocate with them to support them at any meeting. The full name of the advocate is to be advised to the staff member concerned, or the Principal, prior to the commencement of the meeting.

THE RESOLUTION PROCESS

Step 1

An appointment should be made promptly, to meet and talk with the class teacher. After the appointment with the teacher, if a parent feels that the problem has not been resolved then the teacher is to be informed.

Step 2

If the teacher or parent feels that the problem has not been resolved and the other person involved has been informed then both people should make an appointment to talk jointly, with a leadership staff member. When making the appointment the leadership staff member is to be told what will be the focus of the meeting.

The outcome of the meeting may include -

- having the situation resolved
- having the situation followed up
- talking more with everyone concerned
- outside support sought for the child, family or school.

Step 3

If a parent still feels the problem has not been addressed, the parent should contact the Principal and tell him/her of his/her concerns. If no further contact is made with the school then the school will assume that the problem has been resolved.

Step 4

After Steps 1-3 have been followed, a parent may wish to communicate with the Director, Western Adelaide Region. The Director can be contacted at the Western Adelaide Region Office, Beatty Street, Flinders Park SA 5025. The telephone number is 08 8416 7300.

DEPARTMENT OF EDUCATION AND CHILD DEVELOPMENT SUPPORT

Parents may contact the Parent Complaint Unit at any stage of the process for support and advice. A free call hotline has been established for parents on 1800 677 435. The unit may also be contacted by email at DECD.EducationComplaint@sa.gov.au. Further information may be obtained by accessing the DECD website <https://www.decd.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool->. A copy of the brochure 'Raising a Complaint with DECD' is available from the Front Office.

These procedures are in line with Work Health Safety requirements to provide a safe school community and duty of care for students.

Reviewed August 2017

