

GRIEVANCE PROCEDURES FOR PARENTS

Staff at Westport Primary School strive to maintain positive working relationships with parents and carers. By working together we can continue to provide the best educational outcomes for all students.

Belief

Grievance procedures outline a process to be followed in resolving any concerns a parent or carer may have relating to their child.

Grievances can be resolved when:

- Everyone stays calm
- All parties are respectful
- The focus is on the issue
- Solutions are sought
- Everyone works together to address the grievance

Parent Advocate

Parents may choose to bring an advocate to support them at any meeting.

The Resolution Process

Step 1

An appointment should be made promptly, to meet and talk with the class teacher at a suitable time.

Step 2

If the teacher or parent feels that there has not been a resolution, then a meeting with a leadership staff member can be made with all parties involved.

Step 3

If a parent still feels the problem has not been addressed, the parent can contact the Principal and express their concerns.

Step 4

After Steps 1-3 have been followed, a parent may wish to communicate with the Education Director at The Flinders Park Office.

Raising a complaint with the Department for Education

If the grievance has not been resolved through Steps 1 – 4, then parents and carers may contact the Parent Complaint Unit at any stage of the process for support and advice on 1800 677 435 (free call) or access further information at <https://www.education.sa.gov.au/department/feedback-and-complaints/raising-complaint-department>.