



KALANGADOO

PRIMARY SCHOOL

Inclusion, Honesty and Respect

Grievance Procedures Policy

At Kalangadoo Primary School, staff are committed to providing high quality educational programs in a learning environment that is safe and supported for all students who attend our school.

We also recognise that sometimes things go wrong and parents/caregivers may have concerns about what happens at school. If you have an unresolved issue or complaint we encourage you to raise it so that we can work together to listen, talk, and find solutions to improve our services.

Guiding principles:

- The safety and educational wellbeing of children and young people is our first priority.
- Students, parents, staff and volunteers have the right to be treated with respect, courtesy and consideration.
- Parents have the right to raise concerns and complaints about their school and be supported to do so.
- Wherever possible, complaints should be resolved at the school level.
- Complaints will be considered impartially and in accordance with the principles of natural justice.
- All parties should work together to find a mutually acceptable outcome.
- Confidentiality should be adhered to by all parties. This means the complaint should only be discussed with those people directly involved in the resolution process.

Your concerns will be discussed fully with the relevant people. You will need to be specific about your concerns (i.e. describe an incident and/or quote the words used). We always appreciate a message letting us know that you are happy with the outcome. The school can only deal with issues that are raised in the ways outlined. If we do not receive information, then we assume that all is well.

Of course when you see something at school that you believe is good, please tell a staff member.

The following procedure is recommended for parents/caregivers to have concerns heard and acted upon. It is based on, and should be read in conjunction with the DfE *Parent Complaint Policy – A Guide to raising a concern or complaint* and the pamphlet *Parent guide to raising a concern or complaint – Solving concerns in public education schools and preschools*.

PROCEDURE – How to get help with a concern or complaint:

STAGE 1 – Talk to the school

1. Classroom concern? (start here) ⇒ ⇒ ⇒ Contact Teacher

Concern resolved? 😊

If not, speak to the Principal

2. School-wide concern? (start here) ⇒ ⇒ ⇒ Contact Principal

Concern resolved? 😊

If not, Stage 2

STAGE 2 – Contact the Customer Feedback Unit

3. Contact the Customer Feedback Unit

Telephone 1800 677 435 – Freecall

Or submit a customer complaint form. This can be found on the Department for Education's website, or contact the school to assist you.

Concern resolved? 😊

If not, Stage 3

STAGE 3 – Contact the SA Ombudsman or the Education Standards Board

(N.B. Parents may contact the Customer Feedback Unit at any stage of the process for support and advice via the 1800 number above.)

We look forward to continuing the positive partnership already established between the school and its community of families. Please do not hesitate to contact us if there are issues or concerns that need to be raised.

Endorsed by Governing Council 2020



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