

PARENT COMPLAINT POLICY / GRIEVANCE PROCEDURES



(Developed and endorsed by Governing Council September 2012- Updated May 2017)

RATIONALE

The staff and parents of Gulfview Heights Primary School are committed to providing the best possible learning environment and outcomes for our children. For this to occur it is imperative that positive working relationships exist between all school community members. Clear lines of communication including a defined process for dealing with issues of concern contribute to this partnership. It is important that we work together through issues of concerns using positive and constructive processes.

GUIDING PRINCIPLES & VALUES

Our school values of Respect, Integrity, Excellence, Collaboration & Empathy are at the core of this policy and our commitment of 'Working together to reach New Heights' (as defined by our school motto). As such:

- Safety and wellbeing of students is our foremost priority.
- Everyone has a right to a safe and respectful learning environment.
- Parents / carers have a right to raise concerns and can expect these to be considered in a confidential, timely and impartial manner.
- We endeavour to resolve all issues at the school level in the first instance.
- Meetings to discuss issues / concerns will be suspended if any person(s) behave in an offensive or threatening manner.
- Staff and parents / carers concerned have a responsibility to enact any changes, recommendations or agreements in a positive way to enhance the learning environment.

CONFIDENTIALITY

Confidentiality will be maintained at all times. It is essential that all parties involved respect this right and ensure that information remains only with those directly involved with the issue.

TRUST

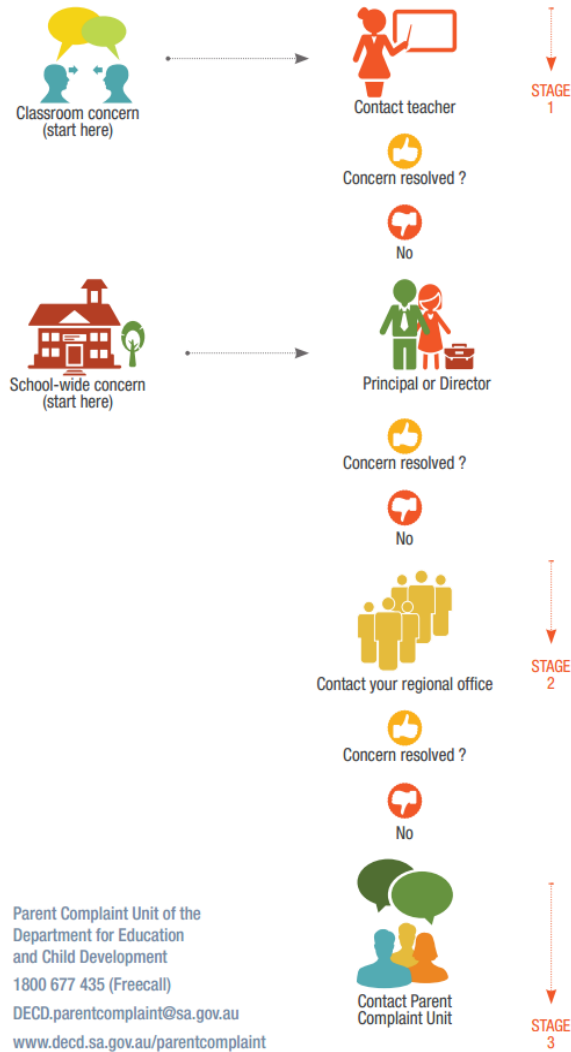
A trusting relationship where information is shared with integrity will assist in the resolution of issues.

| STUDENTS' RESPONSIBILITIES | PARENTS' RESPONSIBILITIES | STAFF RESPONSIBILITIES |
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| <p>STEPS:-</p> <ol style="list-style-type: none"> 1. Look at the 'Wheel of Choice' and think about a way to resolve the problem. 2. Talk to the person about the problem. 3. Talk to a teacher, support worker, Deputy or Principal about the problem at an appropriate time. 4. If you feel uncomfortable, speak to a trusted adult who you feel comfortable with (someone on your network). 5. If the problem is not resolved speak to your parent(s) / caregiver(s). 6. If the problem is still not resolved keep asking a trusted adult for help. 7. When sorting out a problem you must keep the information to yourself. | <p>STEPS:-</p> <ol style="list-style-type: none"> 1. It is inappropriate to enter school classrooms or offices about a grievance expecting to speak to staff without prior arrangement. Contact can be made with the appropriate staff member via telephone, email or face to face. Please arrange a mutually convenient time to meet with the staff member. 2. Let the staff member know what you consider to be unjust or unfair action. Be prepared to engage in a calm and open dialogue about the issue. Otherwise the discussion may be left for another time. 3. Allow a reasonable timeframe for the issue to be addressed. 4. If the grievance is not addressed arrange a time to speak with Principal – Mr Chris Zunis or Deputy- Mrs Susie Searles (Ph: 82589959) 5. If the issue is still unresolved, or is about the Principal please arrange a time to discuss it with the Education Director – Mr David O'Brien Ph: 08 8256 8259. 6. If you are unable to resolve the issue with the Regional Office you may discuss the issue with the Parent Complaint Unit Ph:1800 677 435. 7. Confidentiality needs to be maintained at all times. | <p>STEP:-</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned. 2. Allow reasonable time for the issue to be addressed. 3. If the grievance is not addressed speak to- <ul style="list-style-type: none"> • your principal • a nominated grievance contact person <ul style="list-style-type: none"> - OH&S rep - Racial / Sexual harassment - Union rep. - Peer advocate <i>(ask their support in addressing the grievance by speaking to the person involved on your behalf and/or acting as a mediator in a meeting.)</i> 4. If the issue is still unresolved arrange a time to speak to the Education Director. 5. Confidentiality needs to be maintained at all times. |

Note: Parent(s) with a grievance about a specific School Policy are advised to:

- Arrange a meeting time with the Principal to discuss your concerns in the first instance.
- Allow reasonable timeframe for the issue to be addressed.
- If you are still unhappy arrange a time to resolve the issue with the Regional Director.
- If the issue remains unresolved by Regional Office staff, or you are unhappy with the outcome, contact the Parent Complaint Unit.

How to get help with a concern or complaint



Government of South Australia
 Department for Education and Child Development