GRIEVANCE POLICY (PARENTS)

All personal matters such as concerns regarding student, parent or staff relationship should be raised directly with the school through the class teacher or Principal / Deputy Principal / School Counsellor in a confidential manner. General school matters (such as concerns about school events) are most appropriately raised directly with members of Governing Council, Front Office staff or the Principal / Deputy Principal.

It is reasonable to expect that school staff and parents treat each other with respect and good manners. If this is not the case it is also reasonable for an apology to be forthcoming and accepted in good grace.

If you have a concern:

1. Please note that this policy applies to serious grievances. General questions or minor concerns can be addressed less formally by relevant staff members or Governing Council representatives. Our Front Desk staff members are often able to answer many of your questions about school events or procedures.

- Suggestion: Write out what you want to discuss before you meet so that you are clear about the purpose of the meeting

- Contact the most appropriate person (see above) via note/telephone/in person to make a time to meet, convenient to both parties. Please inform the other person as to the nature of your concern.

- Agreed further action could include:
  The situation is monitored and reviewed
  Further discussion
  Outside support contacted

Parent or school may contact the Education Director for our school - Phone: 8207 3700
Parent may contact the Parent Complaint Unit – 1800 677 435
An unresolved issue may be suitable to be referred to the SA Ombudsman for review and advice.
Toll free: 1800 182 150  www.ombudsman.sa.gov.au

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