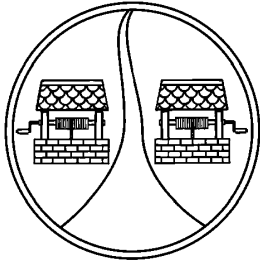


TWO WELLS PRIMARY SCHOOL



Parent Guide to Raising a Concern or Complaint.

We are committed to delivering high quality education and care. Working with you to resolve any concerns or complaints is a key part of how we will deliver on this commitment.

But we recognise that sometimes things go wrong and you may feel that your expectations for your child are not being met. If you have an unresolved complaint or concern, then you are encouraged to raise it. It is important to work together, talk, listen and find solutions so that we improve your child's experience and learning, and improve our services to the community.

While this guide aims to help you raise concerns, keep in mind that we also welcome your positive feedback and compliments, which can sometimes be overlooked in our busy lives.

Use this guide to help you think about what you are concerned about and how to resolve the matter respectfully and effectively.

Parent Guide to Raising Concerns

The School welcomes the airing of a grievance in a **responsible and constructive manner**. Please consider the following when you have a grievance:

- Grievances are to be kept **confidential**. At times you might want to seek support from friends to gauge their reaction, however it is important to do this privately and respectfully.
- There must be **mutual respect** between all parties – respect by parents for teachers/staff as professionals, their experience and their expertise; respect by teachers/staff for parents' special relationship with their child.
- It is vital for the sake of the students and the school that **teachers are not criticised in students' hearing**.
- All input/contributions **are to be listened to** respectfully and attentively by others in the process.
- Think carefully about the **outcome you want to achieve** – with respect to both yourself and the child, the teacher, and the school.
- Be prepared to **talk specifics**. Bring along notes you have documenting when, what, why, who, when, where and how the incidents/issues have occurred.
- Parents can use a support person to assist them in raising an issue. At any stage a parent may contact the Parent Complaint Unit to discuss a concern or seek advice (1800 677 435)
- It is important to **remember** that the grievance process will not necessarily result in a change to, or reversal of a decision or action. Sometimes the only achievable outcome may be an understanding to follow or improve guidelines or procedures in the future.
- If a concern has not been addressed or the follow-up is unsatisfactory, please refer to the **flow chart** in this document as to your next step.
- Parent should **never** take it on themselves to approach children other than their own about school based issues.

The Grievance Process

1. Arrange a time to speak to the relevant staff member about the problem. Please **make an appointment**, so that the teacher can give you their full attention without interruption. This will also ensure confidentiality. Please do not just enter classroom.
2. Provide **details about the concern** and any documentation you may have, and outline what you would like to have happen in response.
3. **Allow a reasonable timeframe** for the issue to be addressed. We recommend up to **five working days**.
4. If the grievance is not addressed, contact the staff member again or arrange a time to speak with the **principal or deputy**. Call 8520 2277 to make an appointment and let them know the subject matter that is going to be raised.
5. Meet with the principal or deputy; provide details and documentation, and outline what you would like to have happen in response.
 - This meeting could be followed up with a phone call at later times to monitor the situation.
 - It may result in further discussions with parents, class teacher, School Counsellor and the Principal or Deputy.
 - Outside support for the family or school may be invited eg. Guidance Officer, Behaviour Management.

If the grievance remains unaddressed or unresolved, please arrange a time to discuss the issue with the **Regional Director at the Barossa Regional Office on 8522 0900**.

The Grievance Process

Grievances covered by this policy include:

- The type, level or quality of service provided by the school.
- Decisions of staff.
- A policy, procedure or practice of the school.

Grievances NOT covered by this policy:

- Appeals about student suspension or expulsion.
- Mandatory reporting responsibilities.

The policy is not applicable where a parent has employed a third party (e.g. legal representation); in this circumstance, the concern is referred to DECD Legislation and Legal Services Unit.