



Procedures for dealing with parental concerns or complaints

Honesty Friendliness Persistence

Good relationships between our school and the community give our children a great chance of success. It is only natural that from time to time, parents/care-givers will have concerns about what happens at school. These concerns may relate to either staff performance (classroom or yard) or school policy (e.g. Sports Day, Curriculum, etc). Should this happen, it is important to know the correct way to have your concerns acted upon. At Stansbury Primary School we have a process which allows this to happen.

When raising a concern or complaint with staff, parents can expect to:

- be treated with respect, courtesy and consideration
- have the complaint dealt with in a confidential and timely manner
- have access to appropriate and easily understandable information regarding the complaint resolution process
- have the complaint considered impartially and in accordance with due process and principles of natural justice
- be kept informed of the progress and outcome of their complaint.

We request that when making a complaint parents will:

- treat other parties with respect, courtesy and maintain confidentiality
- raise the concern or complaint as soon as possible after the issue occurs
- provide complete and factual information about the concern or complaint
- ask for assistance or further information as needed
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about what course of action is required to resolve the concern or complaint.

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.

TEACHER, ANCILLARY STAFF OR STUDENT CONCERN	PRINCIPAL PERFORMANCE	SCHOOL POLICY
<p>At a mutually convenient time, meet with the staff member concerned and discuss your concern. The class teacher should be the first contact point if the issue is about a student in the school.</p> <p>Resolved ↓ </p> <p>Not Resolved ↓ At a mutually convenient time meet with the Principal to discuss the matter</p> <p>Resolved ↙ </p> <p>Not Resolved ↓ Contact Kadina Regional Office: Refer to duty officer (phone: 8821 2555)</p> <p>Resolved ↙ </p> <p>Not Resolved ↓ Contact Parent Complaint Unit Level 6, 31 Flinders Street Adelaide, SA, 5000 PH: 1800 677 435 Email: decd.ParentComplaint@sa.gov.au <i>Can be used to seek advice in reference to management of an issue</i></p>	<p>At a mutually convenient time, meet with the Principal and discuss your concern</p> <p>Resolved ↓ </p> <p>Not Resolved ↓ Contact Kadina Regional Office: Refer to duty officer (phone 8821 2555)</p> <p>Resolved ↙ </p> <p>Not Resolved ↓ Contact Parent Complaint Unit Level 6, 31 Flinders Street Adelaide, SA, 5000 PH: 1800 677 435 Email: decd.ParentComplaint@sa.gov.au <i>Can be used to seek advice in reference to management of an issue</i></p>	<p>At a mutually convenient time, meet with the Principal/staff and discuss your concern who may then consult Governing Council.</p> <p>Resolved ↓ </p> <p>Not Resolved ↓ Contact Kadina Regional Office: Refer to duty officer (phone 8821 2555)</p> <p>Resolved ↙ </p> <p>Not Resolved ↓ Contact Parent Complaint Unit Level 6, 31 Flinders Street Adelaide, SA, 5000 PH: 1800 677 435 Email: decd.ParentComplaint@sa.gov.au <i>Can be used to seek advice in reference to management of an issue</i></p>