



Parent Complaint Policy

Ridgehaven Primary School

Ratified: 19/9/2016

Issue Number: 3

Review Date: September 2019

Good relationships within the school community give children a greater chance of having a successful educational experience. It is important students, staff and parents work together in solving any issue or problem that may arise. In the event of a complaint the following guidelines should be used.

Principles of our policy:

- Everyone should be treated with respect
- Issues or problems at school with other students or parents need to be resolved through the school staff
- It is never appropriate anytime at school for a parent to directly approach a child/ren or their parent/s over a problem or issue even if the problem or issue is not school related
- Meetings to discuss complaints will be suspended if any person behaves in an insulting or offensive manner

You can assist in the resolution of the problem or issue by:

- Addressing the issue, rather than trying to ignore it
- Stating your concern/s clearly and objectively, giving specific instances where appropriate
- Seeking a solution that attempts to meet the needs of all those concerned

Our commitment when a concern is raised:

- We will listen to the concerns with an open mind and seek to understand
- We will maintain confidentiality
- We will investigate any relevant issues carefully and in a timely manner
- We will be committed to resolving the problem or issue in a respectful manner striving to be as fair as possible
- We will attempt to communicate clearly, sensitively and objectively
- We will establish timelines for actions and review for any resolution

PARENTS AND CAREGIVERS

with a complaint should:

1. Arrange a time to speak to the relevant teacher(s) about the problem.
2. **Please do not** enter school classrooms or offices about a complaint without **prior** arrangement.
3. Let the teacher know what you consider to be the issue.
4. Allow a reasonable timeframe for the issue to be addressed.
5. If the grievance is not addressed arrange a time to speak with the appropriate member of the school's leadership team responsible for that year level
 - For **Early Years** (Preschool - 2) issues please speak with the Principal, Jean Perks
 - For **Primary Years** (Years 3-5) issues please speak with the Senior Leader, Sharon Foweraker
 - For **Middle School** (Years 6/7) issues please speak with the Senior Leader, Martin Woodcock
6. If required, follow up meetings can be arranged with the Principal.
7. If the outcome is not satisfactory, please contact the Education Complaint Unit on 1800 677 435

Note:

Parent(s) with a complaint about School Policy should:

- Arrange a meeting time with the Principal to discuss your concern and/or contact a member of Governing Council.
- Allow reasonable time frame for issue to be addressed.
- If you are still not satisfied with the outcome contact the Education Complaint Unit, 1800 677 435 or e-mail DECD.EducationComplaint@sa.gov.au

Further Information:

For further details refer to the Department's website at www.decd.sa.gov.au/educationcomplaint