



Parent/Caregiver Feedback Policy

Ridgehaven Primary School

Ratified: 17.5.2022

Issue Number: 4

Review Date: May 2025

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

Roles and responsibilities:

- Everyone should be treated with respect
- Issues or problems at school with other students or caregivers need to be resolved through the school staff
- It is never appropriate at any time at school for a caregiver to directly approach a child/ren or their caregiver/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

Caregivers:

- Arrange a time to talk to the original decision maker – the relevant teacher or school leader
- State your concern/s clearly and objectively, giving specific instances where appropriate
- Provide complete and factual information
- Co-operate with any requests for more information
- Seek a solution that attempts to meet the needs of all those concerned
- Treat staff handling the complaint with courtesy and respect
- Allow a reasonable timeframe for the issue to be investigated and addressed
- If the grievance is not addressed to your satisfaction arrange a time to speak with the appropriate member of the school's leadership team responsible for that year level:
Preschool – Martin Woodcock
Special Options – Sara Scott
Reception to Year 2 - Sara Scott
Year 3 to Year 6 - Martin Woodcock
- If the outcome is not satisfactory, please contact the Customer Feedback Unit on 1800 677 435 or via their online feedback and complaints form.

School leaders and staff:

- We will acknowledge the complaint and make a time available as soon as possible to discuss the complaint with the caregiver/s
- 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 (wherever possible within 48 hours) and will take appropriate action, including mandatory notification, if the safety of a student is threatened
- 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
- We will advise the caregiver of their right to contact Customer Feedback, if a resolution at the school or pre-school cannot be found.

Note:

Caregiver/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 investigated and addressed.
- If you are still not satisfied with the outcome contact the Customer Feedback Unit, 1800 677 435 or via their online feedback and complaints form.

Further Information:

For further details refer to the Department's website at: <https://www.education.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool>

1

Contact
teacher
or
staff
member
involved



2

Contact
principal,
preschool
director,
delegated
leader
or **manager**



3

Customer
Feedback Unit
1800 677 435
or
CFU online
contact



4

SA Ombudsman
1800 182 150

