



URRBRAE AGRICULTURAL HIGH SCHOOL

Providing unique opportunities for learners and future innovators.

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PROCEDURES REGARDING PARENT CONCERNS AND COMPLAINTS

Procedures followed by Urrbrae Agricultural High School

Parents with a concern or complaint should in the first instance speak to the relevant staff member. The staff member will:

- Make a time to discuss the complaint as soon as reasonably possible (within 5 working days) either face to face or by phone
- Listen to the parent
- Look into the complaint, advising the parent of when they will get back to them if time is needed to do this
- Identify and discuss with the parent possible courses of action which could be taken to resolve the complaint, and the timeframe within which this will occur
- Document the complaint, its progress and outcomes
- Follow up with the parent after a reasonable period to ensure that the outcome has been satisfactory

If the outcome of this process is not satisfactory, parents can contact one of the following members of the Executive Team:

- Joslyn Fox (Principal)
- David Price (Deputy Principal: Curriculum & Personnel)

The Executive member will follow the complaints procedure as outlined above.

Records of complaints

Complaints are documented electronically within the school. The documentation includes:

- Date of first contact and identity of the person making the complaint
- Issue
- Name of the staff member dealing with the complaint and the action taken

The documentation is confidential.

