

URRBRAE PARENT COMPLAINT POLICY

Rationale:

Positive, clear and effective processes for resolving complaints between the school and parents assists in the building of strong relationships, dispels anxiety and ultimately provides students with an enhanced learning environment.

Aims:

To provide clear, positive and fair processes that allow grievances to be aired and resolved in a timely and effective manner.

Implementation:

A complaint may be made by a parent if they think that the school has, for example:

- Done something wrong
- Failed to do something it should have done
- Acted unfairly or impolitely

A concern or complaint may be about:

- The type, level or quality of service
- The behaviour and decisions of staff
- A policy, procedure or practice

Sometimes a complaint is about something that we have to do because of State or Federal Law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

We ask that in order to resolve complaints in a respectful and timely manner that the following processes are used:

1. In the first instance please contact the relevant teacher to discuss the issue.
2. If a satisfactory resolution is not reached, the next step is to contact the relevant school leader:
 - Year Level Manager or Curriculum Coordinator
 - Middle or Senior School Leader
 - Assistant Principals: Agriculture / Wellbeing & Engagement / Learning Improvement
3. If a resolution has still not been achieved please contact the Deputy Principal. The Principal is only to be contacted once these steps have been followed with no satisfactory resolution.
4. The final step if you are still not satisfied with the outcome is to contact the Education Complaint Unit at the Department for Education (Phone: 1800 677 435 or email: education.educationcomplaint@sa.gov.au).
 - All concerns/complaints must be actioned within a reasonable time frame and the parent/ caregiver/ complainant must be made aware of when they can expect a response. Ordinarily, contact should be made within 48 hours. This does not mean that the issue will necessarily be resolved within 48 hours, but that the complainant has been informed of the next stage in the process.
 - All formal discussions and processes involving complaints will be fully documented.
 - All complaints will be treated as confidential.