At Prospect North Primary School we welcome the airing of grievance in a responsible and constructive manner. Please consider the following when you have a grievance:

- Grievances are to be kept confidential. At times you may want to seek support from others however it is important this is done privately & respectfully.
- There must be mutual respect between all parties – respect for teachers as professionals and respect for parents’ relationship with their child.
- It is vital that in the best interests of students, and the school, that teachers are not criticised during the process.
- All contributions are to be listened to respectfully and attentively by others.
- Think carefully about the outcome you want to achieve with respect for your child, yourself, the teacher and the school.
- Be prepared to talk specifics. Bring along notes eg when, where, who, what, why, how incidents/issues have occurred.
- Parents can use an advocate to assist them in raising an issue and can contact the Parent Complaint Unit for advise.

It is important to remember that the grievance procedure will not necessarily result in a change to or reversal of a decision or action, sometimes the only achievable outcome may be an apology, an understanding to improve guidelines/procedures in the future. Please refer to the flow chart below to follow up on concerns.

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**Concern or complaint regarding service, teacher, program, school practice or policy arises**

- **Speak to the staff member concerned or in charge of the area of concern** - make an appointment to speak with the staff member (8344 4604) or address your concerns in writing (30 Stuart Rd Prospect, SA, 5082 or email: dl.0570_info@schools.sa.edu.au).
- **Outline your concern** - provide any supporting details and records. Outline what you would like to have happen in response.
- **Allow up to five working days** for the matter to be resolved or followed up.
- If concern is not addressed consider contacting the **staff member** again.

**Concern or complaint is not addressed or the follow-up is unsatisfactory**

- **Talk to a leadership member** (Principal or Senior Leader) - Make an appointment or address your concerns in writing (see contact details above).
- **Outline your concern** - provide any supporting details and records. Outline what you would like to have happen in response.
- **Allow up to five working days** for the matter to be resolved or followed up.
- If concern is not addressed consider contacting the **leadership member** again.

**Concern or complaint is not addressed or the follow up is unsatisfactory or the complaint is about the Principal.**

- **Contact the Education Director** on 8366 8864 - Make an appointment or address your concerns in writing (5-11 Briar Road, Felixstow, SA, 5070).
- If the complaint is still unresolved to a satisfactory standard, contact the **Parent Complaint Unit** (1800 677 435). Head of schools can also be contacted on 8226 2536.
- Parents also have the right to refer concerns to an external agency, like the **SA Ombudsman** (www.ombudsman.sa.gov.au).

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A parent may contact the Parent Complaint Unit at any stage in this process to discuss a concern or to seek advice: 1800 677 435

Reviewed 2016