



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.

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).

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