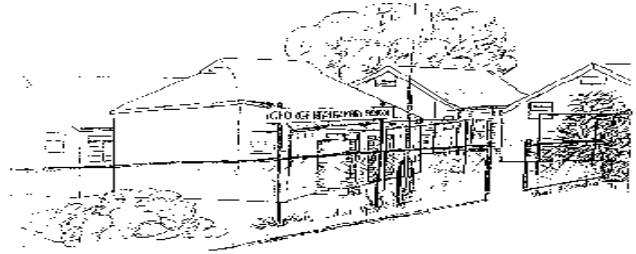


Georgetown Primary School Parent Grievance Procedure Policy

P.O. Box 51
GEORGETOWN SA 5472
Phone: (08) 86624013
Fax: (08) 86624002
E-mail: admin@gtownps.sa.edu.au



Good relationships between the school and the community give our children the best chance of success. It is only natural though, that from time to time, parents and caregivers will have concerns about what happens at school. These concerns may relate to student issues, staff performance, including the Principal, (classroom or yard) or school policy (eg Sports Day, Camps, etc). Should this occur, we encourage you to follow through our grievance procedure to achieve a satisfactory result. We have created a set of procedures that will we hope will allow you to achieve a positive outcome.

When raising a concern or complaint with staff, parents can expect to:









- be treated with respect, courtesy and consideration
- have the complaint dealt with in a confidential and timely manner
- have access to appropriate and easily understandable information regarding the complaint resolution process
- have the complaint considered impartially and in accordance with due process and principles of natural justice
- be kept informed of the progress and outcome of their complaint.

We request that when making a complaint parents will:

- treat other parties with respect, courtesy and maintain confidentiality
- raise the concern or complaint as soon as possible after the issue has arisen
- provide complete and factual information about the concern or complaint
- ask for assistance or further information as needed
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about what course of action is required to resolve the concern or complaint.

Your concerns will be discussed fully with the relevant people. You will need to be specific about your concerns (i.e. describe an incident and/or quote the words used). We always appreciate a message letting us know that you are happy with the outcome. The school can only deal with issues that are raised in the ways outlined. If we do not receive information, then we assume all is well.

Process to address an issue or concern.

TEACHER , ANCILLARY STAFF OR STUDENT CONCERN	PRINCIPAL PERFORMANCE	SCHOOL POLICY
<p>At a mutually convenient time, meet with the staff member concerned and discuss your concern. The class teacher should be the first contact point if the issue is about a student in the school.</p> <p>Resolved ↓ </p> <p>Not Resolved ↓ At a mutually convenient time meet with the principal to discuss the matter</p> <p>Resolved ↙ </p> <p>Not Resolved ↓ Contact Assistant Regional Director Ros Maio (88412000)</p> <p>Resolved ↙ </p> <p>Not Resolved ↓ Contact Parent Complaint Unit Level 6, 31 Flinders Street Adelaide, SA, 5000 PH: 1800 677 435 Email: decd.ParentComplaint@sa.gov.au</p>	<p>At a mutually convenient time, meet with the Principal and discuss your concern</p> <p>Resolved ↓ </p> <p>Not Resolved ↓ Contact Assistant Regional Director Ros Maio (88412000)</p> <p>Resolved ↙ </p> <p>Not Resolved ↓ Contact Parent Complaint Unit Level 6, 31 Flinders Street Adelaide, SA, 5000 PH: 1800 677 435 Email: decd.ParentComplaint@sa.gov.au</p>	<p>At a mutually convenient time discuss the concern with a member of Governing Council and ask for it to be placed on the agenda for the next meeting</p> <p>Resolved ↓ </p> <p>Not Resolved ↓ At a mutually convenient time meet with the principal to discuss the matter</p> <p>Resolved ↙ </p> <p>Not Resolved ↓ Contact Assistant Regional Director Ros Maio (8841 2000)</p> <p>Resolved ↙ </p> <p>Not Resolved ↓ Contact Parent Complaint Unit Level 6, 31 Flinders Street Adelaide, SA, 5000 PH: 1800 677 435 Email: decd.ParentComplaint@sa.gov.au</p>

If you would like support with this process or just have questions regarding the policy, feel free to contact the school. We will be happy to discuss this policy with you.

If you are happy with the school and would like to comment on a positive aspect or event, feel free to send an email to admin@gtownps.sa.edu.au or add a note to your child's diary. We are always happy to receive positive feedback.