



GRIEVANCE and PARENT COMPLAINT PROCEDURE

Truro Primary School Community believes everyone has the right to learn and teachers have the right to teach in a positive school environment. By valuing respect, responsibility, trust, excellence and honesty we endeavour to provide, "opportunity to all" so that everyone can be successful and empowered to reach their full potential.

GENERAL

It is important that concerns are kept confidential as there may be legal implications and although at times you may wish to seek support from friends, it is very important to do so wisely. Be aware that discussing issues in children's hearing can be unsettling. It is important that students understand the importance of resolving issues. Criticism of the school or teacher does not support the child's education as it undermines trust and confidence. The school can only deal with issues that are raised in the ways outlined below, if we do not receive information, then we assume that all is well. A positive partnership between our school and its parents will enhance learning outcomes for our students. It is to be expected, even within a positive partnership, that people will from time to time feel the need to express a concern. Concerns should be raised directly with the relevant persons in a confidential and respectful manner.

The procedure set out below is designed to enable the school community members to express a **concern** through an agreed process, with confidence.

PROCEDURE FOR DEALING WITH CONCERNS

- 1. Seek an appointment time with the relevant person whom you have a grievance with. This allows the person to prepare and devote uninterrupted time to what you have to say.**
 - Don't wait until the situation reaches 'crisis' proportions. Act early rather than late.
 - Be specific about your concern.
 - Come with a conciliatory attitude
 - Listen and expect to be listened to.
 - Realise that you have probably heard only 'one side of the story'.
 - Feel free to offer and listen to suggestions and solutions.
 - Look on the discussion as a co-operative problem solving exercise.
- 2. If the concern is resolved, communicate to the relevant person that you are happy with the outcome.**
- 3. If you feel your concern is unresolved, make an appointment with the class teacher or principal concerned who will work with you and the other person/s with the aim of resolving the matter.**
 - As a matter of courtesy you should consider informing the person that you have taken this step. You are welcome to bring a trusted friend to this meeting.
- 4. If the concern is still unresolved, make an appointment with the principal who will work with you and the other person/s with the aim of resolving the situation.**
 - As a matter of courtesy you should inform the person that you have taken this step. You are welcome to bring a trusted friend to this meeting.
 - The principal will acknowledge the concern or complaint in a written response and aim to resolve it within 15 working days.

5. If your concern is still unresolved you can phone the DECD Parent Complaint Unit. A brochure on this unit and its role is located in the spinner by the front office.

- You can contact them on freecall 1800 677435 or visit the website at www.decd.sa.gov.au/parentcomplaint
- The Parent Complaint Unit aim to resolve the issue within 35 days.

STUDENT FLOW CHART



You have a concern that you can't resolve yourself.

UNRESOLVED



Go to the person who you have a grievance with to chat with and resolve it

PROBLEM RESOLVED

UNRESOLVED



Ask a teacher for help to resolve it

PROBLEM RESOLVED

UNRESOLVED



Ask the principal for help to resolve it

PROBLEM RESOLVED

