

# Grievance Procedures for Parents and Carers

Colonel Light Gardens Primary School



Established 1926

Valuing Respect, Care and Safety

Draft – March 2017

Updated – August 2017

Status: Endorsed and ratified

## 1.0 RATIONALE

Positive relationships within the school community give children a greater chance of having a successful educational experience. It is important students, staff and parents work together in solving any issue or concern that may arise. In the event of a grievance the following procedures should be used.

## 2.0 SCOPE

### *Principles of our procedures:*

- everyone should be treated with respect.
- issues or concerns at school with other students or parents need to be resolved through the school and not directly with each other.
- it is never appropriate anytime at school for a parent to directly approach a child/ren or their parent/s over a concern or issue, even if the concern or issue is not school related.
- meetings will be suspended if any person behaves in a disrespectful or offensive manner.

### *You can assist in the resolution of the grievance by:*

- addressing the issue, rather than trying to ignore it.
- stating your concern/s clearly and objectively, giving specific instances where appropriate.
- seeking a solution that attempts to meet the needs of all those concerned.

### *Our commitment when a grievance is raised:*

- we will listen to the concerns with an open mind and seek to understand.
- we will maintain confidentiality.
- we will investigate any relevant issues carefully.
- we will be committed to resolving the grievance in a respectful manner striving to be as fair as possible.
- we will attempt to communicate clearly, sensitively and objectively.
- we will establish timelines for actions and review for any resolution (if required).

## 3.0 PROCEDURE

PARENTS AND CARERS				
Class or Specialist Grievance	Yard Grievance	Policy Grievance	OSHC Grievance	Sport Grievance
<ol style="list-style-type: none"> <li>1. Arrange a time via diary note, email or phone call to speak or meet with the relevant teacher(s). <b>Do not</b> enter classrooms expecting to discuss a major grievance without <b>prior</b> arrangement.</li> <li>2. Speak or meet with the teacher.</li> <li>3. Outline what you consider to be the grievance.</li> <li>4. Allow suitable time for the issue to be addressed.</li> <li>5. If the grievance is not resolved to your satisfaction, contact the front office to arrange a time to speak or meet with the appropriate member of the school's <b>leadership team</b> responsible for that year level, class or specialist area.</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact the school and a <b>member of the leadership team</b> will be assigned to discuss the grievance.</li> </ol>	<ol style="list-style-type: none"> <li>1. Parents, carers and community members with a school policy grievance should contact the <b>Principal</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact the <b>OSHC Director</b> to discuss the grievance.</li> <li>2. If the grievance is significant or not resolved to your satisfaction, contact the <b>Deputy Principal</b> who oversees all aspects of the OSHC program.</li> </ol>	<ol style="list-style-type: none"> <li>1. For SAPSASA grievances contact the <b>Principal</b>.</li> <li>2. For out of school hours sport grievances contact the <b>Deputy Principal</b>.</li> </ol>

### Further Information:

- **Raising a Complaint - Working together to resolve complaints in DECD schools** - available from the school
- **Consumer Complaints Management and Resolution Policy** – The Department of Education and Child Development's document - available on the DECD website [www.decd.sa.gov.au](http://www.decd.sa.gov.au)

## 4.0 Review

These procedures will be reviewed in 2018.