

PARENT/CAREGIVER GRIEVANCE RESOLUTION POLICY

Karrendi Primary School has a commitment to creating a supportive learning environment in which parents, caregivers and staff work together as partners to achieve the best outcomes for children. However, there may be occasions when parents or caregivers have concerns or complaints about particular aspects of school.

RATIONALE

The purpose of this policy is to provide information to parents, caregivers, staff and the school community about the process and procedures when addressing concerns and complaints.

Step 1

Talk to the School

Contact the staff member involved as soon as possible. If you feel uncomfortable approaching the school, a member of the Governing Council or another parent familiar with school procedures and processes can support you to make contact with the school. If you consider that the issue you have raised has not been resolved, please make an appointment to see the Principal or Senior Leader: Well-Being.

School Contact details

Ph: 8258 3612

Fax: 8281 5851

Email: dl.1135.info@schools.sa.edu.au

Step 2

Contact DECD Northern Area Regional Office

If the parent or caregiver is not satisfied that the complaint has been resolved with the school, or if the Principal is the subject of the complaint, the parent or caregiver may choose to contact the DECD Northern Area Regional Office. The DECD Northern Area Regional Office will aim to resolve the concern or complaint within 20 working days.

DECD Northern Area Regional Office

Ph: 8256 8111

Step 3

Education Complaint Unit

A parent or caregiver can contact the Education Complaint Unit at any time or when they feel their complaint or concern has not been resolved by either the school or the Regional Office.

Ph: 1300 677 435

Email: DECD.parentcomplaint@sa.gov.au