



## Parent Complaint Process

April 2018

### Context:

Good relationships within the school community provide students with an increased chance of success. At times you may have concerns about what happens at school. When this occurs we want to have a productive conversation with you, listen to your concerns and work out how we can achieve a better outcome for all.

We ask you to use the process outlined below to raise a concern or complaint with the school.

### Process:

1. Make contact with the person responsible to organise a time to discuss the details of your concern. This can be done by calling the school on **8282 6400** or by sending an email to [dl.1834.info@schools.sa.edu.au](mailto:dl.1834.info@schools.sa.edu.au).

*Please note - the person you are attempting to contact may not be immediately available but will always endeavour to respond to your request within 24-48 hours.*

2. Share your concerns with the personal responsible, providing relevant facts and details at the agreed time.
3. Work with the person to develop a mutually acceptable way of moving forward.
4. Allow a reasonable time for the agreed solution to be implemented/resolved.
5. If you feel the concern has not been resolved by this process please contact the Executive Secretary ([Suzanne.Gough410@schools.sa.edu.au](mailto:Suzanne.Gough410@schools.sa.edu.au)) who will refer the matter to the appropriate School Leader (e.g. Learning Area Leader, Assistant Principal, Deputy Principal or Principal) for follow up.
6. If the concern still remains unresolved after following this process, you may choose to raise the issue with the Education Complaint Unit on **1800 677 435** (the Parent Complaint Brochure is available on the school's website).

### Principles:

- Everyone has the right to have their concerns heard.
- Everyone is to be treated with respect.
- Meetings will be suspended if any person behaves in an offensive, insulting or intimidating manner.