

Playford Primary School

Parent Complaint Procedure

A Parent's Guide to Raising a Concern or Complaint

excellence and empowerment



**PLAYFORD
PRIMARY
SCHOOL**

At Playford Primary we are committed to developing positive partnerships so that by working together we can provide the best possible learning opportunities in a safe supportive environment.

If however there should be a concern or complaint be confident it will be addressed in a timely and appropriate manner.

Guiding Principles *Safety of students is always our first priority.*

- The Playford Primary community has the right to be treated with respect and courtesy.
- Parents have the right to raise concerns. Any meetings or discussions will be suspended if any person behaves in a verbally or physically threatening or abusive manner.
- Concerns /complaints will be listened to objectively and without bias.
- The rights and responsibilities of all parties will be considered in a balanced and confidential manner.
- It is important that grievances are kept *confidential* and while you may wish to seek support from friends it is important to do this *privately and respectfully*.
- If the issue involves another student or parent - **Never approach the children or parents**, always follow the steps outlined below.

The Grievance Procedure

Steps...	How to get help ...
<p>1. Arrange a time to speak to the teacher(s) Concerned rather than just “dropping in”. This way the teacher can give you their full attention with out interruption and maintain confidentiality. PH 82843065</p> <p>2. Express your concern clearly and calmly at the meeting time arranged. If you are very upset it is best to wait until you are able to deal with the situation in the most productive manner.</p> <p>3. If the issues have not, or can not be addressed, arrange a time to meet with a Leadership member. Bring any documentation or details you have and be clear about what you wish to have happen.</p> <p>4. If after a reasonable timeframe the issue has not been addressed there is the opportunity to contact the Assistant Regional Director’s office on 82568111 if you wish .</p> <p>5. If the grievance remains unaddressed or unresolved, you can direct concerns to the DECD Parent Complaint Unit. 1800677435 www.decd.sa.gov.au/parentcomplaint</p>	<p>How to get help with a concern or complaint</p> <p>Classroom concern (start here) → Contact teacher → Concern resolved? (Yes/No)</p> <p>School-wide concern (start here) → Principal or Director → Concern resolved? (Yes/No)</p> <p>Contact your regional office → Concern resolved? (Yes/No)</p> <p>Contact Parent Complaint Unit → Concern resolved? (Yes/No)</p> <p>Parent Complaint Unit of the Department for Education and Child Development 1800 677 435 (Freecall) DECD.parentcomplaint@sa.gov.au www.decd.sa.gov.au/parentcomplaint</p>

Governing Council: Members of the council can raise general school matters. The staff and Leadership team can also be contacted about these.

Covered by this process: Type, level of service / Behavior and decisions of staff / Policy, procedure or practice.

Not covered: Appeals about student suspensions or exclusions / Mandatory reporting responsibilities

For more information go to www.decd.sa.gov.au/parentcomplaint