



PARENT COMPLAINT POLICY AT KINGSTON-ON-MURRAY PRIMARY SCHOOL

The following guidelines are a joint and collaborative effort developed by staff and Governing Council to outline ways through which parents may raise issues or concerns in relation to school matters. Students, parents, staff and Governing Council want a happy, positive and productive working and learning environment. We believe that issues or concerns are most effectively dealt with if they are raised using these guiding principles.

Guiding Principles

- The safety and educational wellbeing of children and young people is our first priority
- Students, parents, staff and volunteers have the right to be treated with respect and courtesy
- Parents have the right to raise concerns about their school life and be supported to do so
- Wherever possible, complaints should be resolved at the school level
- Complaints will be considered in a confidential, timely and impartial manner and in accordance with due process and principles of natural justice
- The rights and responsibilities of all parties should be considered and balanced in finding a mutually acceptable outcome to complaints

Steps to Resolution

The Department of Education and Child Development parent complaint process indicates that a child's school should be the first point of contact for parents, followed by the regional office and then the Parent Complaint Unit if the complaint can not be resolved at a local level. Parents may contact the Parent Complaint Unit at any stage of the process for support and advice. A free call hotline has been established for parents on 1800 677 435. The unit may also be contacted by email at DECD.ParentComplaint.sa.gov.au

1. Make an appointment to talk to the class teacher or relevant staff member involved, giving the person the subject for discussion at that time. If the complaint involves a teacher, you may prefer to talk to the principal. If the complaint involves a principal, then the Murray and Mallee Regional Office of the Department for Education and Child Development (Berri) should be contacted.
2. If the issues are consequently not resolved, please make an appointment with the principal. Make the principal aware of the subject you wish to discuss in writing as this will facilitate the process. The principal will acknowledge the receipt of the complaint with a written response as soon as possible.
3. To reach final resolution you may need to meet with the principal on more than one occasion. The Principal will make a follow up call to ensure that the issue is resolved. Results of this meeting may include the following -
 - the situation is monitored
 - further discussions with the people involved
 - outside support for the child, school or family may be sought (eg Social Worker, Guidance Officer)
 - school policy matters may be taken to Governing Council
4. If after steps 1-3 you are still dissatisfied – or the principal is the subject of the complaint – you may choose to contact the Murray and Mallee regional office Berri on 8595 2323. The expectation will be

that the above steps have been followed. The regional office will review the complaint – this may involve meeting with those involved and reviewing the documentation. You may also be offered mediation.

5. You may choose to contact the Parent Complaint Unit on 1800 677 435 or DECD.ParentComplaint.sa.gov.au to discuss your concern or complaint or to seek advice. If the complaint is not able to be resolved by the school or regional office, the unit will be asked to assess the complaint and decide what action is needed. Staff from the unit will contact you about what has been done, explain the process and provide information about when you can expect to hear about the outcome.

The department's Head of Schools and the Chief Executive's office will be advised by the Parent Complaint Unit of the outcome of the review. One of these senior leaders will make a final decision about the complaint and communicate the decision within 35 working days in most cases.