

## PARENT COMPLAINT POLICY

### Purpose

Kingston-on-Murray Primary School acknowledges that from time to time, there might be instances where individuals or organisations may disagree with the way our school has handled matters, and may wish to lodge a complaint.

### Rationale

We acknowledge that complaints present an opportunity to improve and are fully committed to resolving complaints in an efficient, fair and timely manner. The school will:

- Document all formal discussion and processes involving a complaint
- Treat all parties with sensitivity, respect and courtesy
- Provide clear reasons as to why any actions have been taken or are proposed to be taken
- Keep matters confidential.

### Making a Complaint

We ask that, where appropriate, you first raise the matter directly with the relevant staff member. If that is not appropriate or the issue was not addressed to your satisfaction, please contact the Principal on 85 830 239.

If you are not satisfied that your complaint has been resolved at the local level, you may choose to seek support from our complaint's resolution services:

*Complaints about Education and Early Childhood Services*

*Education Complaint Unit*

Phone: 1800 677 435

Email: [DECD.EducationComplaint@sa.gov.au](mailto:DECD.EducationComplaint@sa.gov.au)

### Complaints Relating to Child Protection Incidents

There may, at times, be concerns or complaints relating to the schools Child Protection Program. When a child protection-related complaint is made, Kingston-on-Murray Primary school will first consider whether the complaint raises any concerns about unreported abuse and/or risk of abuse. If concerns of this nature are raised by the complainant, the schools Procedures for Responding to and Reporting Child Protection Incidents should be followed.

If you have any questions or require clarification on anything, please reach out to us through:

- Phone: 08 85 830 239 or Mobile: 0448 810 149
- Email: [dl.0209.info@schools.sa.edu.au](mailto:dl.0209.info@schools.sa.edu.au)

Office Hours:

Monday – Friday: 8.15am – 4.30pm during school terms

### Reference

<https://www.education.sa.gov.au/tips-make-complaint-or-give-feedback-department>

Teamwork Honesty Respect Responsibility