



BLYTH PRIMARY SCHOOL

Collaboration - Resilience - Respect

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Government of South Australia
Department for Education and Child Development

GRIEVANCE- COMPLAINT PROCEDURES

As a school we are committed to working together to meet the educational needs of the children in our care. This occurs most effectively when staff, students and parents are working towards the same goal with open and effective communication built on a foundation of trust.

However in the event of a grievance (a matter that causes concern) if you would like to make a complaint about some of the actions or processes at the school, then the following guidelines should be used.

Key Principles

Good relationships within the school community give children a greater chance of success.

- Everyone must be treated with respect.
- Grievances must remain private and are **not** to be expressed on social media.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.
- All parties will seek a win-win solution that meets the needs of all concerned.

STUDENTS with a grievance/complaint should	PARENT/CAREGIVER(S) with a grievance/complaint should	STAFF with a grievance/complaint should
<ol style="list-style-type: none"> 1. Talk to the person about the problem at an appropriate time. 2. If you need, seek the help of a trusted friend or staff member at school. 3. Talk to a teacher, SSO or PCW about the problem at an appropriate time for assistance. 4. Make an appointment to talk with the Principal. 5. If the issue is unresolved, speak to your parent/caregiver who can then support you by following the steps as outlined. 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant teacher(s) or staff member about the problem. It is not appropriate to approach other students, or to use social media regarding the issues you may have. 2. Please do not enter school classrooms or the office about a grievance without prior arrangement with the staff member concerned to assist you. 3. Let the staff member know what you consider to be the issue. 4. Allow a reasonable timeframe for the issue to be addressed. 5. If the grievance is not resolved to your satisfaction arrange a time to speak with the Principal to seek their assistance. 6. If you are still unhappy, inform the Principal that your matter still exists. 7. If the complaint is still not resolved to a satisfactory standard at the school contact the Parent Complaint Unit on 1800 677 435. 	<ol style="list-style-type: none"> 1. Follow the Employee Complaints Resolution Process & arrange a time to speak to the person concerned. 2. Allow a reasonable timeframe for the issue to be addressed. 3. If the grievance is not resolved, speak to - <ul style="list-style-type: none"> • Your Principal • A nominated grievance contact <ul style="list-style-type: none"> ⇒ H & S Representative ⇒ Union Representative ⇒ PAC (where appropriate) Ask their support in addressing the grievance. 4. If the issue is still not resolved arrange a time to speak further to the Principal & if needed the Education Director.

Reviewed 2019

Updated 2021 To be reviewed 2023



Blyth Primary School Parent Complaint Procedures

All grievances/complaints that may occur should be raised directly with the school through the class teachers or the Principal in a **responsible and constructive manner**. Please consider the following when you have a grievance:

- Grievances are to be kept **private**, and are **not** to be expressed on social media.
- There needs to be **mutual respect** between all parties – respect by parents for teachers/staff as professionals, their experience and their expertise; respect by teachers/staff for parents' special relationship with their child.
- All parties are to be listened to respectfully and attentively by others in the process
- It is vital for the care of students and the school that **teachers are not criticised in students' hearing** or in public areas. Criticism of the school, teacher or staff member does not support the child's education as it undermines trust and confidence.
- If the grievance concerns another child or parent it is **never appropriate to approach the child** or attempt to resolve the issue in front of other students or parents.
- Be prepared to **talk specifics**. Bring along notes you have documenting when, what, why, who, when, where and how the incident/issue has occurred.
- Think carefully about the **outcome you want to achieve** – with respect to yourself and your child, the staff member, and the school.
- Parents can use an advocate to assist them in raising an issue. At any stage of the process a parent may contact the Parent Complaint Unit for support and advice. A free call hotline has been established for parents on 1800 677 435. Contact can also be made by email at DECD.ParentComplaint@sa.gov.au.

It is important to remember that the grievance process will not necessarily result in a change to, or reversal of a decision or action. Sometimes only achievable outcome if considered needed may be to improve guidelines or procedures in the future.

