



PARENT COMPLAINT POLICY AND GRIEVANCE PROCEDURES

RATIONALE

The staff and parents of Keller Road Primary School are committed to providing the best possible learning environment and outcomes for our children. For this to occur it is imperative that positive working relationships exist between all school community members. Clear lines of communication including a defined process for dealing with issues of concern contribute to this partnership. It is important that we work together through issues of concern using positive and constructive processes.

GUIDING PRINCIPLES & VALUES

Our school values of Respect, Knowledge and Success are at the core of this policy as well as our commitment to Valuing Learning Together, underpinning all that we do. Therefore;

- Safety and wellbeing of students is our foremost priority.
- Everyone has a right to a safe and respectful learning environment.
- Parents and carers have a right to raise concerns and can expect these to be considered in a confidential, timely and impartial manner.
- We endeavour to resolve all issues at the school level in the first instance.
- Meetings to discuss issues and concerns will be suspended if any persons behave in an offensive or threatening manner.
- Staff and parents/carers concerned have a responsibility to enact any changes, recommendations or agreements in a positive way to enhance the learning environment.

CONFIDENTIALITY

Confidentiality will be maintained at all times. It is essential that all parties involved respect this right and ensure that information remains only with those directly involved with the issue.

TRUST

A trusting relationship in which information is shared with integrity and respect will assist in the resolution of issues.

STUDENT RESPONSIBILITIES	PARENT RESPONSIBILITIES	STAFF RESPONSIBILITIES
<p>Steps:</p> <ol style="list-style-type: none"> 1. Think about a way to resolve the problem. 2. Talk to the person about the problem. 3. Talk to a teacher, SSO, CPW, Deputy or Principal about the problem at an appropriate time. 4. If you feel uncomfortable, speak to a trusted adult who you feel comfortable with (someone on your network). 5. If the problem is not resolved speak to your parents or caregiver. 6. If the problem is still not resolved keep asking a trusted adult for help. 7. When sorting out a problem you must keep the information to yourself. 	<p>Steps:</p> <ol style="list-style-type: none"> 1. Please arrange a time to meet with the appropriate staff member. It is inappropriate to enter school classrooms/offices about a grievance expecting to speak to staff without prior arrangement. 2. Let the staff member know what you consider to be unjust or unfair action. Be prepared to engage in a calm and open dialogue about the issue. Otherwise the discussion may be left for another time. 3. Allow a reasonable timeframe for the issue to be addressed. 4. If the grievance is not sorted, arrange a time to speak with Principal: Ms Narelle Kusabs or Deputy: Ms Toni Webster 5. If the issue is still unresolved, or is about the Principal please arrange a time to discuss it with the Educational Director: Ilia Tsoutouras ph. 8314 4000 6. If you are unable to resolve the issue with the Regional Office you may discuss the issue with the Parent Complaint Unit ph: 1800 677 435. 7. Confidentiality needs to be maintained at all times. 	<p>Steps:</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned. 2. Allow reasonable time for the issue to be addressed. 3. If the grievance is not addressed speak to <ul style="list-style-type: none"> • your principal • a nominated grievance contact person /OH&S rep /Union rep / Peer advocate (Ask their support in addressing the grievance by speaking to the person involved on your behalf and/or acting as a mediator in a meeting.) 4. If the issue is still unresolved arrange a time to speak to the Educational Director: Lyndall Bain ph. 8314 4000 5. Confidentiality needs to be maintained at all times.

Note: Parent(s) with a grievance about a specific School Policy are advised to:

- Arrange a meeting time with the Principal to discuss your concerns in the first instance.
- Allow reasonable timeframe for the issue to be addressed.
- If you are still unhappy arrange a time to resolve the issue with the Regional Director.
- If the issue remains unresolved by Regional Office staff, or you are unhappy with the outcome, contact the Parent Complaint Unit.