

Parent Concern Policy & Procedures

At Felixstow Primary School we welcome the discussion of concerns in a **responsible and constructive manner**. Please consider the following when you have a grievance:

- Grievances are to be kept **confidential**.

 At times you may want to seek support from others however it is important this is done privately & respectfully.
- Our school values should be demonstrated throughout the process of following up on a concern **Respect, responsibility and compassion for self, others and environment.**

It is important to remember that the grievance procedure will not necessarily result in a change to or reversal of a decision or action, sometimes the only achievable outcome may be an apology or an understanding to improve guidelines/procedures in the future. Please refer to the flow chart below to follow up on concerns.

Concern or complaint regarding service, teacher, program, another student, school practice or policy arises

- Speak to the staff member concerned or in charge of the area of concern make an appointment to speak with the staff member (8365 7183) or address your concerns in writing (5-11 Briar Rd, Felixstow, 5070 or email: dl.1228_info@schools.sa.edu.au).
- Outline your concern provide any supporting details and records. Outline what you would like to have happen in response.
- Allow up to five working days for the matter to be followed up.
- If concern is not addressed consider contacting the **staff member** again.

Concern or complaint is not addressed or the follow-up is unsatisfactory

- Talk to the Principal Make an appointment or address your concerns in writing (see contact details above).
- Outline your concern provide any supporting details and records. Outline what you would like to have happen in response.
- Allow up to five working days for the matter to be followed up.
- If concern is not addressed consider contacting the **Principal** again.

Concern or complaint is not addressed or the follow up is unsatisfactory or the complaint is about the Principal.

- Contact the Education Director on 8366 8800 Make an appointment or address your concerns in writing (5-11 Briar Road, Felixstow, SA, 5070).
- If the complaint is still unresolved to a satisfactory standard, contact the **Parent Complaint Unit** (1800 677 435). Head of schools can also be contacted on 8226 2536.
- Parents also have the right to refer concerns to an external agency, like the **SA Ombudsman** (www.ombudsman.sa.gov.au).

A parent may contact the Parent Complaint Unit at any stage in this process to discuss a concern or to seek advice: 1800 677 435

Ratified: May 2023