

The school requests that when making a complaint a parent will:

follow due process as per policy

treat other parties with respect, courtesy and maintain confidentiality

raise the concern as soon as possible after the issue arises

be aware that you may not have all the facts; endeavour to provide accurate, factual and relevant information

ask for assistance or further information if needed.

**NOT COVERED BY THIS POLICY**

\*Appeals about student suspension and expulsion.

\*Mandatory reporting responsibilities.

\*Some health, safety and welfare related issues.

\*Staff disputes and grievances.

**CONTACTS**

NSPS Phone number: 8762 2977

Principal: Anna Young

Deputy Principal: Felicity Slotegraaf



# If you have a problem

## Step 1

Talk to the staff member with who you have the problem or concern. If it concerns another child you are not to approach or speak to that child.

If satisfied – Great

## IF NOT SATISFIED – Step 2



Make a time to meet with the Principal or Deputy Principal about your concerns.



If satisfied – Great

## IF NOT SATISFIED – Step 3



Phone the Assistant Regional Director, Chris Sheldon about the concern. (Limestone Coast District Education Office, 8727 5300)

If satisfied – Great

## IF NOT SATISFIED – Step 4

If the complaint is still not resolved to a satisfactory standard, contact the Parent Complaint Unit, 1800 677 435.

**Step 5 - Contact the SA Ombudsman at [www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au)**



Naracoorte South Primary School

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# NARACOORTE SOUTH PRIMARY SCHOOL

## PARENT COMPLAINT POLICY 2013

### RATIONALE

At Naracoorte South Primary School we are committed to delivering quality care and a secure environment for learning. Wellbeing is central to learning and involvement is central to engagement. We can continuously improve learning experiences for all people, by promoting practices and procedures that increase wellbeing, involvement and engagement.

Working with you to resolve any concern or complaint is a key part of how we deliver on this commitment.

We recognise that sometimes things do not go as planned and that you may feel that your expectations for your child are not being met. If you have an unresolved issue or complaint then you are encouraged to raise it. Raising it in the right manner and forum - i.e. confidentially with those concerned first of all, is essential.

#### DEFINING A CONCERN/COMPLAINT

A parent/carer may raise a complaint for instance when you think the school or an individual has:

- done something wrong
- failed to do something that should have been done
- acted improperly or unfairly
- provided a low level of service
- behaved inappropriately or made inappropriate decisions
- failed to follow policy, procedure or practices
- acted unlawfully.

#### WHAT TO DO

**Step 1** Inform the source - i.e. go to the individual person, (not in the case of bullying) group or school so that you can be heard and so that they can respond, to get the best outcome. For example if the

concern is about a teacher, make a mutually appropriate time to meet,

to talk, to listen and together to decide on the path for resolution. The parent may prefer to make a time to speak with the principal, deputy or counsellor for support/advice in the above process. A discussion over the phone via front office staff may also be arranged. If satisfied-move on with trust and confidence.

**Step 2** If you are not satisfied, after speaking with the person directly, you may choose to meet with the principal. You may write to the principal who will acknowledge receipt of your complaint and respond to it. The principal or deputy will work with you and the person(s) involved in a timely manner to resolve the matter, in consideration of the information provided, the school's complaint procedure, advice from the regional office/DECD and legislative or policy implications. If your complaint is with the principal and you are unsatisfied with the outcome, you are to contact the Assistant Regional Director Chris Sheldon on 8724 5300.

**Step 3** If the complaint is unresolved contact the regional office for support and help. Their role is to review the complaint which may include meeting with those involved and reviewing the documentation. The parent may also be offered mediation.

**Step 4** If the complaint is not resolved the Parent Complaint Unit will be asked to

assess the complaint and decide what action is needed. The parent Complaint Unit has two functions:

- to provide advice and support to parents about their complaint
- to be objective reviewers of unresolved concerns/complaints

A parent may contact the Unit's hotline at any time on 1800 677 435 to discuss a concern or to seek advice.

Complaints about regional or central office staff are referred to the hotline or to Head of Schools.

**Step 5** Contact the SA Ombudsman.

[www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au)

#### RIGHTS AND RESPONSIBILITIES

When raising a concern or complaint with staff at this school a parent can expect to:

be treated respectfully with, courtesy and consideration

have a right to raise concerns and be supported to do so

have a timely and confidential context with impartial due process within the principles of natural justice

have access to the parent complaint process and policy