



<b>Policy/Procedure Name:</b>	<b>Grievances and Complaints Procedure for Parents / Caregivers</b>
<b>Publication Date:</b>	<b>August 2024</b>
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<b>Owner:</b>	<b>Principal</b>
<b>Approval Date:</b>	<b>7 August 2024</b>
<b>Approved by:</b>	<b>Governing Council</b>

## PURPOSE

The purpose of this policy is to provide parents and caregivers with a clear and effective process for addressing complaints and concerns. Paralowie School aims to ensure that all issues are handled respectfully and promptly whilst maintaining positive and constructive relationships between the school and families.

## SCOPE

This policy applies to all parents and caregivers of students enrolled at Paralowie School. It specifically addresses concerns or issues related to, but not limited to:

- wellbeing matters
- academic progress
- decisions made that affect you or your child

The policy provides a structured process for raising and resolving issues related to these areas, ensuring that concerns are managed respectfully and effectively.

## ZERO TOLERANCE FOR DISRESPECTFUL BEHAVIOUR

Staff at this workplace are expected to treat parents and caregivers with respect and courtesy. As this is our workplace, we also expect all interactions to reflect this standard. Aggression, intimidation, harassment or verbal abuse whether in person, over the phone, or through written communication, will not be tolerated.

We are committed to maintaining positive relationships with all community members. If such behaviour occurs, we may impose communication restrictions, ask you to leave the site, terminate phone calls and in severe instances; bar you for up to 3 months or report the behaviour to South Australia Police. We value constructive and respectful communication and are dedicated to working collaboratively with families to achieve the best possible wellbeing and learning outcomes for children and young people in our care.

## REASONABLE TIMELINES FOR COMMUNICATION

When you raise a complaint, staff will typically acknowledge receipt within two business days. If your concern is assessed as urgent, it will be prioritised accordingly to ensure timely attention. We appreciate your understanding that, due to the demands of our large and complex school environment - including teaching, leadership duties, and meetings - repeated calls or emails may not expedite the process. Rest assured, we are committed to addressing your complaint as promptly as possible and will keep you informed of any significant updates. Your patience and cooperation in this matter are greatly appreciated as we work to provide the best resolution.

## RAISING A COMPLAINT

- Step 1. You should talk with a teacher or the person who made a decision that has affected them first
- Step 2. If you are still unhappy after getting an initial response, you will be advised to contact next level of leadership associated with the type of complaint. For example, if it is about your child's teacher, it will be escalated to Learning Area Leader, Senior Leader or Assistant Principal
- Step 3. If leadership are unable to resolve the matter to your satisfaction – the complaint will be taken to the Deputy Principal or the Principal
- Step 4. If you still feel the matter is not resolved, you will be emailed or provided with the Customer Feedback unit's (CFU) contact details

