

# The Pines School

## Grievance Procedures Policy

### PARENT/CAREGIVER GRIEVANCE PROCEDURES

The well-being of children, staff and parents is paramount to our community at The Pines School.

From time to time, issues or concerns may arise where parents or caregivers may feel concerned or unhappy about something that has occurred at school, such as:

- Your child's learning
- Incidents in the class or the yard
- The behaviour or decisions of staff
- A policy, procedure or practice

#### **Parent(s)/Caregivers with a grievance or concern should:**

1. **In the first instance**, arrange a time (make an appointment) to speak to the relevant teacher (s) about the problem.

*\*\*\*Please Do Not enter school classrooms or offices about a major grievance to see staff without prior arrangement.*

2. Let the teacher know what you consider to be the issue. You may raise a concern or complaint verbally or in writing.
3. Allow a reasonable, mutually agreed time frame for the issue to be addressed.
4. If you feel that the grievance has not been addressed or resolved, arrange a time to speak to a member of Leadership via appointment or phone on 8281 2199.

- Principal - Cherie Collings
- Deputy Principal – Sam Konnis
- Senior Leader IELC – Priyanka Sharma
- Senior Leader - Toula Girgolas
- Senior Leader – Alicia Phillips
- Student Well-Being Leader – Jacqui Simpson
- Pre-School Director – Amber Yepa

Any of these people will take every reasonable step to resolve your concern or complaint in a timely manner.

5. If you are still dissatisfied with the outcome, please arrange a time to discuss the issue with the Educational Director for our school, Ms Kerry Dollman on 8314 4000.

The new DECD (Department of Education and Child Development) Parent Complaints Policy and associated procedure have been developed to provide parents and school leaders with a policy framework.

This is supported by detailed procedural information, for managing concerns and complaints made by parents or caregivers of children and young people attending DECD preschools and schools.

This policy and procedure can be found at:

[http://www.decd.sa.gov.au/policy/pages/OSPP/policy\\_index](http://www.decd.sa.gov.au/policy/pages/OSPP/policy_index) you will find it under P.

To further support the resolution of concerns and complaints, the department has also established a Parent Complaint Unit. This unit has a dual function

- To provide advice and support to parents/caregivers regarding their concern or complaint
- To undertake objective and impartial reviews of complaints that have not been resolved at the local or regional level.

Parents/Caregivers may call DECD Parent Complaint Unit hotline at any stage on 1800 677 435 for information, advice and support. The unit may also be contacted by email at [DECD.ParentComplaint@sa.gov.au](mailto:DECD.ParentComplaint@sa.gov.au)

Parties involved in a complaint can expect that they will be supported by the department throughout the complaint management process.

All parties involved in a complaint management process can bring a support person to any of the meetings held in relation to the complaint.

