



Complaints and Grievance Procedures

Document control

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1. Aim

Our school has both a desire and a responsibility to ensure high standards of conduct are maintained by staff, children and parents at all times. Grievances are managed fairly, efficiently, promptly and in accordance with current legislation and the Department for Education guidelines.

We believe effective working relationships within the school community provide:

- a positive learning and work environment
- an opportunity to maximise success for children
- open, honest, respectful communication.

2. Scope

This procedure clarifies the steps that can be taken within the school setting before complaints and grievances are advanced to the department formal complaints procedures. The formal avenues for grievances and complaints that are not able to be successfully managed at the school level is as follows.

The Education Complaint Unit provides advice and support to the community in relation to complaints about the Department for Education public school, preschools and early childhood services.

The unit:

- facilitates complaints resolution procedures between complainants and department schools, preschools or early childhood services where possible
- advise complainants about their avenues or internal and external review where complaints have not been resolved at a local level
- may provide a formal review of complaints where there are concerns of procedural error or unreasonableness by a department public school, preschool or early childhood service.

3. Roles and Responsibilities

- everyone should be treated with respect and has a right to be safe
- resolving conflict as soon as possible is important to maintain the climate of trust
- meetings to discuss grievances will be suspended if any person behaves in an insulting or offensive manner

Procedure detail

In the event of a grievance at our schools the following guidelines are recommended:

4.1 Student to Student Grievance

Step 1	Step 2	Step 3	Step 4
Talk to the person about the problem Ask for support from a friend or adult if needed.	Talk to a teacher or SSO about the problem at an appropriate time.	If you feel uncomfortable, speak to someone, 'who you feel comfortable with'. Such as; Wellbeing leader or PCW.	If issue is unresolved, speak to your parent(s)/caregivers



4.2 Parents/Caregivers with a grievance

Step 1	Step 2	Step 3	Step 4
<p>Arrange a suitable time to speak with the person (teacher) about your concern. Allow a reasonable timeframe for the issue to be addressed. Revisit with the teacher if the issue is unresolved</p>	<p>Arrange a time to speak with a site leader</p>	<p>Central resolution</p>	<p>Other ways to solve your issue</p>
<p>We try to resolve concerns or complaints at the local level wherever possible. The teacher or staff member involved should always be your first point of contact. Make time to talk with them either in person or over the phone. You may want to put your concerns in a letter or email.</p>		<p>If you are not satisfied that your complaint has been resolved at the local level, you may choose to seek support from the Department complaints resolution services: Education Complaint Unit Ph: 1800 677 435 email: DECD.educationcomplaint.sa.gov.au</p>	<p>If you can't resolve your issue through the previous steps, you may choose to seek independent advice and review by an external agency. The circumstances of your complaint will determine if this option is available: SA Ombudsman 1800 182 150 e m a i l : ombudsman@ombudsman.sa.gov.au</p>

4.3 Staff with a grievance

Step 1	Step 2	Step 3
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<p>Arrange a time to speak to the person concerned. Allow reasonable time for the issue to be raised.</p>	<p>If the grievance is not resolved speak to:</p> <ul style="list-style-type: none"> • Your school Line manager • Nominated grievance contact • WHS Representative • Union representative • PAC (where appropriate) • Principal <p>These people can support by:</p> <ul style="list-style-type: none"> • Speaking to the person involved on your behalf • Monitoring the situation • Investigating your concern • Acting as a mediator 	<p>If the issue is not resolved within a reasonable time arrange a time to speak to the Principal Consultant or Education Director.</p>
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4. Roles and responsibilities

Party / parties	Roles and responsibilities
Parents	To follow the Grievance Procedure as documented.
Principal and leadership team	It is important that all complaints, ensuing procedures and outcomes are fully documented and presented to a site leader. All grievances that are reported to a departmental employee, including the principal, will be recorded.
The Education Complaint Unit	Provides advice and support to the community in relation to complaints about the Department for Education public schools, preschools and early childhood services.

5. Monitoring, evaluation and review

This policy will be reviewed by the Policy Committee and governing council in consultation with staff and students.

6. Associated documents

6.1 Guidance documents

See the following documents for further advice and guidance:

[Consumer complaints management and resolution policy](#) [Consumer complaints management and resolution procedure](#) [Unreasonable complainant conduct procedure](#) [Complaint resolution for employees procedure 2007](#) [Complaint resolution for employees policy](#)



6.2 Related information

Resolving complaints and requesting reviews

Merit selection complaints

Other websites

[Feedback and complaints about a school or preschool – sa.gov.au](https://www.sa.gov.au/topics/education-and-learning/feedback-and-complaints-about-a-school-or-preschool)

7. References

7.1 Education Complaint Unit

Phone: 1800 677 435

Email: DECD.EducationComplaint@sa.gov.au

Website: www.sa.gov.au/topics/education-and-learning

