



Government  
of South Australia

Department for Education  
and Child Development

# Parafield Gardens R-7 School

*Save the Children – United Nations Global Peace School*

23 Shepherdson Road, Parafield Gardens SA 5107  
Telephone (08) 8258 1816 FAX (08) 8281 5857  
dl.0537\_info@schools.sa.edu.au - www.pgardens.sa.edu.au



## PARENT COMPLAINT POLICY

Last reviewed by staff:	<b>January 2016</b>
Ratified by Governing Council:	<b>March 2016</b>
Principal:	<b>Simon Harding</b>
Governing Council Chairperson:	<b>Trudi McAloney</b>

### VISION

At Parafield Gardens R – 7 School we want a caring and supportive working environment for all members of the schools communities.

### RESPONSIBILITIES AND ACTIONS

#### Parent / Caregivers responsibilities

All personal matters such as concerns regarding student, parent/caregiver or staff relationships should be raised directly with the school through the class teachers or the leadership team.

It is expected that matters of concern are raised in ways that preserve good working relationships between the staff and the parents.

General school matters such as details of school activities or School or Departmental policies are most appropriately raised with the Principal, Deputy Principal, Senior Leader, School Counsellor, Teacher / staff member or possibly a Governing Council member.

#### Parents can

- Make an appointment to meet with the class teacher. If an issue is still unresolved it is important that the parent states this to the teacher at the conclusion of the meeting.
- If the issue is not satisfactorily resolved, an appointment can be made to meet with a member of the leadership team. Results of this meeting may include the following;
  - An agreed course of action which is documented and monitored
  - Further discussions with the people involved
  - Outside support for the child, school or family may be sought
- If you are still dissatisfied with the outcome of the meeting, phone or write to the Principal again to air your concerns. If the school does not receive further information within the next week, it is reasonable for the issue to be considered resolved.

The DECD parent complaint process indicates that a child's preschool or school should be the first point of contact for parents.

Parents may contact the **Education Complaint Unit** at any stage of the process for support and advice. A free call hotline has been established for parents on **1800 677 435**. The unit may also be contacted by email at [DECD.EducationComplaint@sa.gov.au](mailto:DECD.EducationComplaint@sa.gov.au)

It is important that these grievances are kept CONFIDENTIAL. Parents may seek support from friends or an advocate.

When the matter is discussed in the student's hearing, it is important that the student understands that the parent has confidence that the issue will be resolved confidentially at school level. Criticism of the school, teacher or staff member does not support the child's education as it undermines trust and confidence.

The school can only deal with issues that are raised in the ways outlined above.