



Geranium Primary School & Kindergarten



GRIEVANCE PROCEDURES FOR PARENTS AND STUDENTS

Ratified November 2018

*All children have the right to learn
Everyone is treated respectfully
We all have the right to feel safe*

WE VALUE:

*Teamwork, Respect, Responsibility,
Persistence and Honesty*

Frontline Resolution

Geranium Primary School and Kindergarten is open and responsive to receiving complaints from children and families as a means of promoting continuous service improvement.

This policy applies to complaints about decisions and actions undertaken in the provision of education services at Geranium Primary School and Kindergarten.

Staff will make every effort to resolve complaints in accordance with Department for Education policy, procedures and guidelines.

The Principal will ensure that:

- information about the grievance procedure is accessible to children and families
 - the policy is posted on the website
 - the policy included in enrolment pack
- complaints are responded to in a prompt, fair and consistent manner, in accordance with the procedure
 - complaints will be acknowledged within two working days of their receipt, generally in the same mode as the complaint was received (verbal or written)
 - when a complaint is considered serious or complex, acknowledgement will be in writing
 - acknowledgement should outline:
 - the nature of the complaint received
 - the complaint process that will be undertaken, with approximate time frames
 - the name and details of a contact person for the complaint
 - when the complainant is likely to be next contacted
 - complaints are assessed and prioritised according to the issues raised. The substance of a complaint dictates the priority it receives, not the complainant's demands or behaviour
 - complainants are directed to alternative means of addressing their concerns, when the complaint does not fall within the scope of this policy
 - information will be provided to the complainant to the maximum extent possible, within the requirements of legislative and other requirements regarding privacy and confidentiality, informing them of how their complaint was investigated and followed up, and the outcomes.
 - the outcomes of a complaint process should be provided to the complainant within a month of receiving the complaint, unless circumstances prevent this from being possible. In this case, the complainant should be given updates every two weeks.
 - complainants will be advised of their avenues to escalate their complaint through the Department's Education Complaints Unit for central resolution, or externally through Ombudsman SA, if they are unsatisfied with the school and kindergarten's response.
- appropriate records and documentation relating to complaints are kept
 - where complaint regards a student or students, documentation is kept on child's records
 - all documentation is included in site complaints records
- systemic issues that arise as a result of a complaint will be considered and acted upon
 - all issues will be considered by staff at the next possible staff meeting, and consequent actions implemented and documented
 - a report will be made annually to Governing Council on complaints data

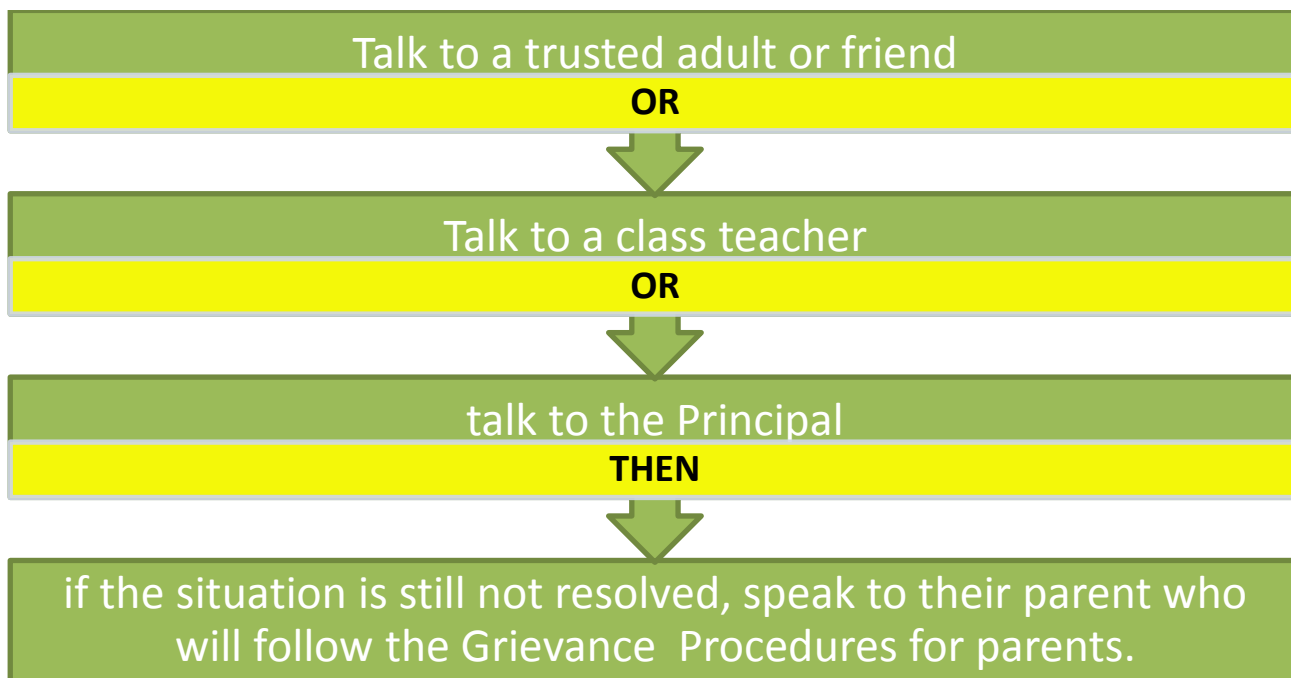
Procedures for Students

At Geranium Primary School and Kindergarten we aim to provide a safe and secure learning environment for all of our students.

All students attending Geranium Primary School and Kindergarten are informed about how to use the Student Grievance Procedures for any concerns or issues they may wish to raise.

General issues that students have may be raised at regular class meetings and discussed by the School Captains.

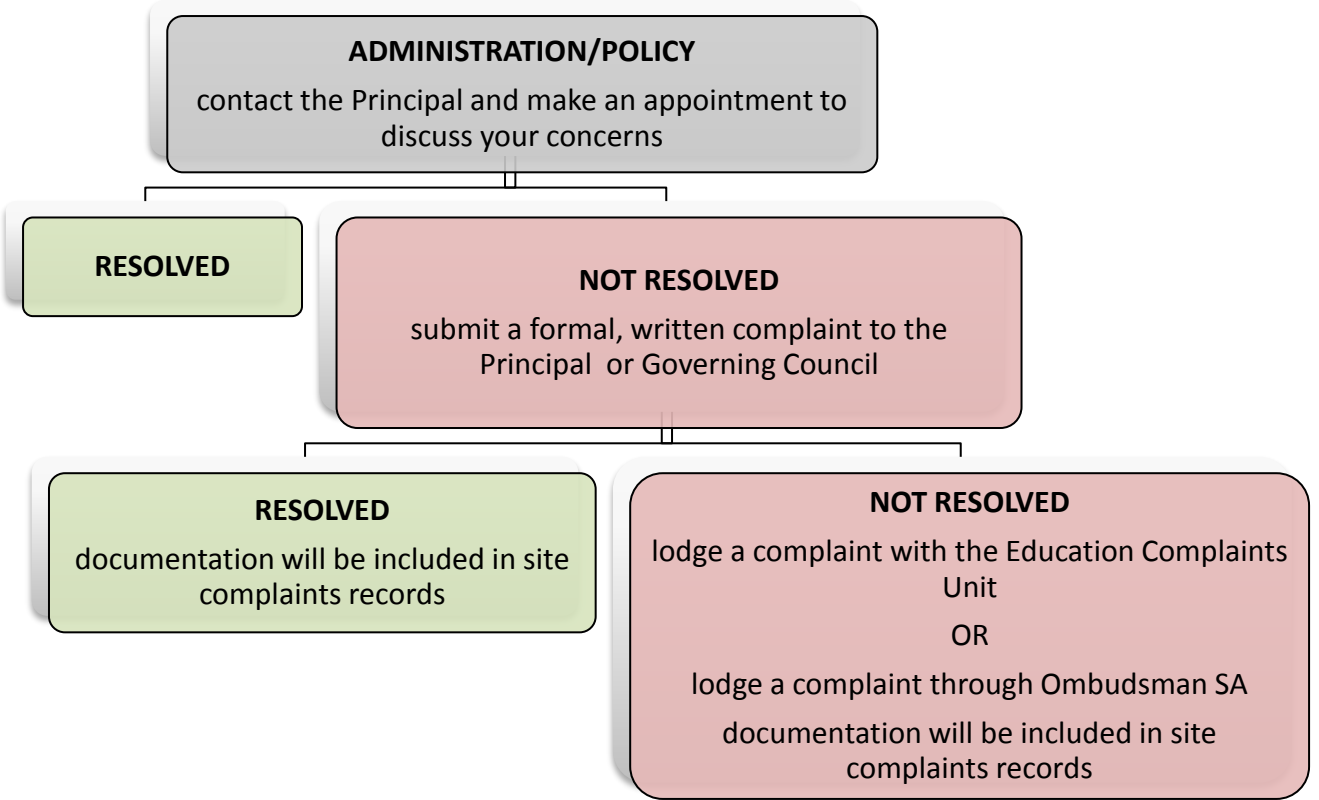
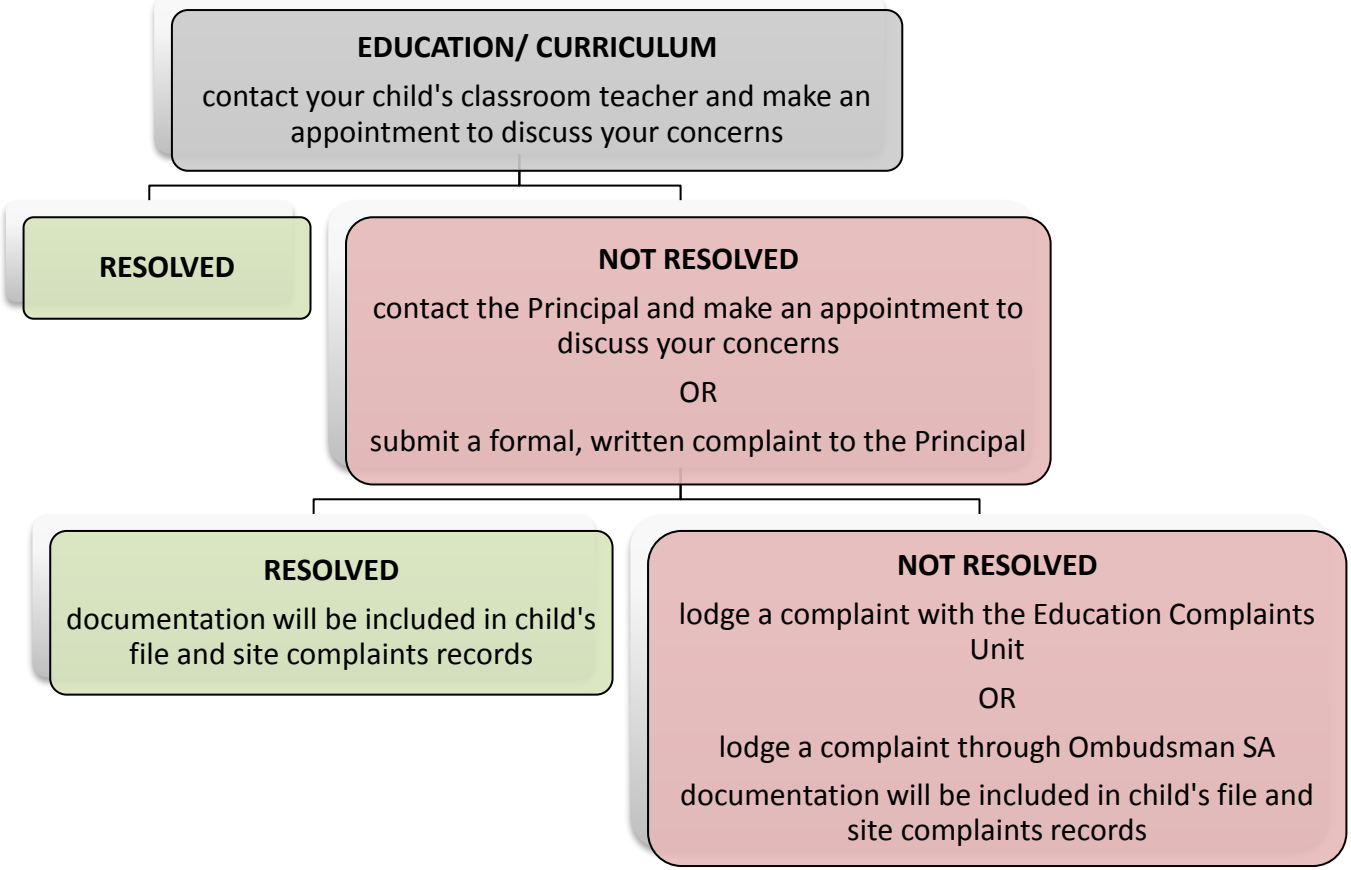
When students feel they or their property are not safe at kindergarten or school, they need to take action using the following steps:



Procedures for Parents

The following guidelines are a joint and collaborative effort developed by staff and Governing Council to outline ways through which parents may raise issues or concerns regarding their child's education. **We believe that such issues or concerns are most effectively dealt with if they are raised in the following ways:**

- All educational/curriculum matters should be raised directly with the school through the class teacher in a confidential manner.
- Administrative/policy matters are most appropriately raised with the Principal and/or the Governing Council.
- Please contact the kindergarten or school to make an appointment as teachers and the principal have other commitments and may not be able to see you if you come without an appointment. When raising a matter please be prepared to outline specific concerns. Let the teacher / Principal know what subject you wish to discuss as this will facilitate the process.
- You can bring a mediator or an advocate along to the meeting if you wish.
- At some stage a matter may need to be followed up, for example, with teachers, students or families. Every effort will be made to maintain confidentiality and to support all parties involved.
- There are a number of services which can be accessed by the school, on request, to support your child and family.



The Expectation of the Department for Education will be that the above steps 1 - 2 have been followed before step 3 occurs.

Information taken from:
DECD Consumer Complaints Management and Resolution Procedure 2018