



PARENT COMPLAINT PROCEDURES/ PROBLEM SOLVING STRATEGIES

The staff of Echunga Primary School are strongly committed to providing the best possible educational outcomes for our children. For this to occur it is imperative that positive working relationships exist between school and home. Clear lines of communication, including a defined process for dealing with issues of concern, contribute to this outcome. Our procedures are based upon:

Confidentiality

Confidentiality will be maintained at all times. It is essential that all parties involved respect this right and ensure that information remains only with those directly involved in the issue.

Trust

A trusting relationship between all involved is necessary if grievances are to be resolved as effectively as possible.

The following complaint and problem solving procedures are provided to support you. They should enhance the learning outcomes for all of our students, develop positive communication and ensure the optimum working environment for all concerned.

PROCEDURES

The following guidelines may assist you to resolve your concern with the appropriate person.

STEP 1

- Make an appointment to meet with the person concerned. The best way to communicate this is by direct contact or a note. This allows you to agree to a mutually acceptable time, and allows the person to be prepared for the meeting and to give you their full attention.
- Inform them of the topic for discussion.
- Please do not expect to talk to a person about complaints without prior arrangement or with the expectation that it will be addressed there and then.

Before the meeting:

- Critically reflect – Is it important? Are your concerns justified?
- You may wish to seek advice from a friend/support person but do this in such a way that confidentiality is maintained.
- Write down your thoughts so that you do not get side-tracked at the meeting.

At the meeting:

- Clearly define the issue. State your needs.
- Listen and discuss possible courses of action and outcomes. It may help to note your concerns prior to the meeting.
- Offer possible solutions, aim for something that both parties can at least live with and **be prepared to compromise.**
- If you think the issue is or might be resolved, allow a reasonable timeframe for it to be addressed and feedback to be given.
- If you consider that the issue isn't or won't be resolved, state this at the conclusion of the meeting.

After the meeting:

- You may decide to monitor the situation before meeting again.
- Arrange another meeting with the person concerned.
- Decide to move to step 2.

STEP 2

- Make an appointment with the Principal.
- If you consider that the issue is still unresolved, state this at the conclusion of the meeting.
- Another meeting can be arranged and/or you can decide to move to Step 3.

STEP 3

- Contact and/or make an appointment with the most relevant Region based person ie Regional Director or Assistant Regional Director.
- You may wish to do this by phoning 83914705 or writing to:

Adelaide Hills Regional Office,
6 Dutton Road,
Mt Barker, 5251.

STEP 4

- In the event that the matter at this stage has not been addressed to your satisfaction, you can contact the DECD Parent Complaint Unit www.decd.sa.gov.au/parentcomplaint or email DECD.parentcomplaint@sa.gov.au. There is also a Freecall number 1800 677 435. Parents are welcome to contact this unit at any time for discussion and advice.