



PARENT COMPLAINT PROCEDURES

At Riverdale Primary School we believe a strong partnership between parents and staff promotes a positive learning environment for our students. As partners in your child's education we appreciate the in-depth knowledge of your children that you provide to us.

At times issues or concerns may arise regarding your child's education that you wish to bring to the attention of staff. Staff are committed to listening and responding to matters brought to their attention. These are most effectively dealt with if they are raised in the following ways.

*All matters regarding **students** should be raised directly with the school through the class teacher or leadership team, in a confidential manner.

***General school matters**, such as the timing of events, comments about school policies etc., are most appropriately raised with Governing Council, through your representative.

*Approaches to staff need to be managed in a calm, controlled manner. Staff will not continue conversations with parents who are shouting or swearing.

The following steps are to be taken if you have a concern:-

1. Make an appointment to talk to the relevant teacher and raise your issues clearly.

Work towards positive solutions, listen to each other and be specific about changes you would like to occur. Establish a timeline and make a meeting time to assess the outcome. If you consider that the issue you have raised is still **unresolved** it is important to state this to the teacher at the conclusion of the follow up meeting.

2. Arrange an appointment with a member of the leadership team (8281 7166). Let them know *what* you wish to discuss as this will facilitate the process. Let them know the process you and the teacher have undertaken prior to meeting with leadership. Results of this meeting may include the following:-

- actions negotiated to attend to your concern
- the situation is monitored and a review date established
- outside support for the student, school or family may be sought (Regional personnel such as educational psychologists, behaviour coaches; CAMHS etc)

3. If you are still not satisfied with the outcome of the situation, please contact the leadership member again to inform them of this and to request a further discussion. If the school does not receive further information after the initial meeting, it is reasonable for the issue to be considered resolved.

4. In the event that you still do not believe your issue has been adequately addressed you may contact the DECD Education Complaint unit by email, DECD.EducationComplaint@sa.gov.au. There is also a Free call number: **1800 677 435**.

It is important that grievances are resolved promptly and confidentiality is maintained.

If the matter is discussed in student's hearing, it is important that the student understands you have confidence the issue will be resolved positively and confidentially at school. It is vital to your child's learning to see that the relationships between home and school are constructive and supportive of each other.

We believe this procedure will assist in maintaining a strong partnership between parents and staff and will ensure a positive working and learning environment for students.