



Wallaroo Mines Primary School

Concerns and Complaints Policy

Rationale: Positive relationships between home and school give our children a better chance of success. Student learning is at the heart of everything we do.

Aims:

Our learning, teaching and wellbeing programs are underpinned by our commitment to our school values:

Collaboration Trust Understanding Communicaiton Relationships

Sometimes students, staff or parents have concerns with aspects of school operation, school policies, learning programs or social issues concerning children. Our school supports the right of any member of our school community to have issues and concerns addressed. Ideally concerns should be raised within 48hrs to enable a positive outcome to be reached quickly.

Meetings to discuss concerns or complaints will only occur when all parties are able to discuss the facts calmly.

Guidelines:

- 👉 Staff and students at Wallaroo Mines Primary School have agreed expectations based on our school Values. By following these agreements we hope that students and staff work together successfully in a manner that is respectful towards all, minimising the need to use these procedures.
- 👉 Feedback and complaints can also be submitted to the school via the homepage of the school website www.walminesps.sa.edu.au
- 👉 The school can only deal with concerns and complaints that are raised in the ways outlined above and when all parties are calm.
- 👉 We will ask parents/carers to leave and/or we will contact police if behaviour is aggressive or threatening towards members of staff or other students.
- 👉 It is important that when students are present that they understand parents/carers have confidence in the school and staff to resolve the matter.
- 👉 All concerns and complaints and resolutions are to be dealt with confidentially and not posted on and/or discussed publicly or via social networks.

Student Responsibilities

- 👉 Talk to the person about the problem
- 👉 Talk to a staff member or person from your 'trust network' about the problem at an appropriate time so they can help you.
- 👉 If you still have a concern or complaint speak to your parent/carer so they can help with the next steps

Parent/carer Responsibilities

- 👉 Please arrange a time to speak to the relevant staff member(s) about the concern. You can bring a family member or friend to the meeting for support
- 👉 Let the staff member know what you consider to be the concern or complaint
- 👉 Allow reasonable time for the concern to be addressed
- 👉 If the concern has not been addressed within the agreed time arrange a time to meet with the Principal

- 👉 If you feel the concern or complaint still has not been addressed contact the Education Director who will assist in resolving the concern Kadina Office 88212555
- 👉 If your concern continues beyond this point you may wish to direct concerns to the DECD Parent Complaint Unit 1800677435.

Teacher/Staff Responsibilities

- 👉 Please arrange a time to speak to the relevant staff member(s) about the concern
- 👉 Let the staff member know what you consider to be the concern or complaint
- 👉 If the concern is not addressed speak to the Principal or trusted colleague and ask for their support in addressing the concern
- 👉 If your concern continues beyond this point contact the Education Director who will assist in resolving the concern Kadina Office 88212555
- 👉 Refer to the DECD Complaint Resolution for Employees Flowchart until your concern has been addressed.

Review date:

The Concerns and Complaints Policy will be formally reviewed in 2019.