



WALLAROO MINES PRIMARY SCHOOL

LEARNING - RESPECT - RESILIENCE

School Grievance Policy

We recognise that sometimes you may feel that your expectations are not being met. If you have an unresolved issue or concern, please raise it. It is important that we work together, talk, listen and find solutions so we can improve our services to the community.

Principles of our policy:

- The school can only deal with concerns raised by following the Grievance Procedure Guidelines, if concerns are not raised, we cannot action them.
- Everyone should be treated with respect.
- Documentation is kept of all processes and signed by all concerned.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

Good relationships within the school community give children a greater chance of success. However, in the event of a grievance, the following guidelines may be used.

Step 1: Talk to the school:

We try to resolve concerns at the local level wherever possible. The teacher or staff member should always be your first point of contact. Make time to talk to them and discuss your concerns, either in person or over the phone. You may want to put your concerns in a letter or email.

If your concern is about the staff member, then you may wish to contact the site leader. This will be the Principal, they will work with you and the staff member to resolve the issue. Most concerns are resolved quickly. The local site leader will aim to resolve your concern within four weeks, although complex contentious matters may take longer. If this is the case, they will advise you in writing.

Phone: 8821 1988

Email: scott.moore288@schools.sa.edu.au

Step 2: Central Resolution

If you are not satisfied with that your concern has been resolved at the local level, you may choose to seek support from our complaints resolution services;

Customer Feedback Line

Toll Free 1800 677 435

Step 3: Other ways to resolve your concern.

If we can't resolve your concern through the previous steps, you may choose to seek independent advice and external review by an external agency.

SA Ombudsman

Toll Free 1800 182 150

Email: ombudsman@ombudsman.sa.gov.au



Government of South Australia

Department for Education