



Swallowcliffe P-7

We value **Honesty, Respect, Achievement**

PARENT/ CAREGIVER COMPLAINT POLICY AND GRIEVANCE PROCEDURE

RATIONALE

Swallowcliffe School is committed to providing a safe and secure teaching and learning environment for all staff, students and families.

Positive relationships should exist and clear lines of communication contribute to this.

It is important that our community members work together using positive and constructive processes.

VALUES

Our school pillars are at the core of this policy:

High Expectations

Strong Relationships

Positive and Growth Mindset

Safety and Wellbeing and Quality Learning for all are our priorities.

- Everyone has the right to feel safe and respected.
- Parent/caregivers have the right to raise concerns and can expect these will be considered in a confidential, timely and impartial manner.
- All issues should be addressed at the school level in the first instance.
- Meetings to discuss concerns will be suspended if any person behaves in an offensive or threatening manner.
- Staff and parent/caregivers concerned have a responsibility to enact any changes or agreements in positive ways.
- Confidentiality will be maintained and information remains only with those directly involved with the issue.

PROCEDURES

See adjacent flow chart

This policy has been endorsed by the Governing Council. This policy will be reviewed and updated as required ie due to new information.

2019

GRIEVANCE FLOW CHART

Parent/ Caregiver has a concern. In the first instance, make contact with the school's Front Office. Staff will complete a green communication form, with some details about the concern. Leadership will decide who is the most appropriate person to respond to the concern. Concerns will be responded to within 24-48 hours, depending on the information required to address the concern and staff availability

A meeting or a phone call with the appropriate staff member and Parent/Caregiver will occur. Parent/Caregivers may bring a support person. Support persons are invited to support not actively contribute to the meeting.

Resolved 😊

Not Resolved

More information sourced and a second meeting/conversation time made. Additional Departmental staff may be required to provide additional information/support.

Resolved 😊

Not Resolved

Contact the Education Departments Complaints Unit

Resolved 😊

Our Mission: To empower students to recognise and optimise their full learning potential.



Government of South Australia
Department for Education

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