



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.

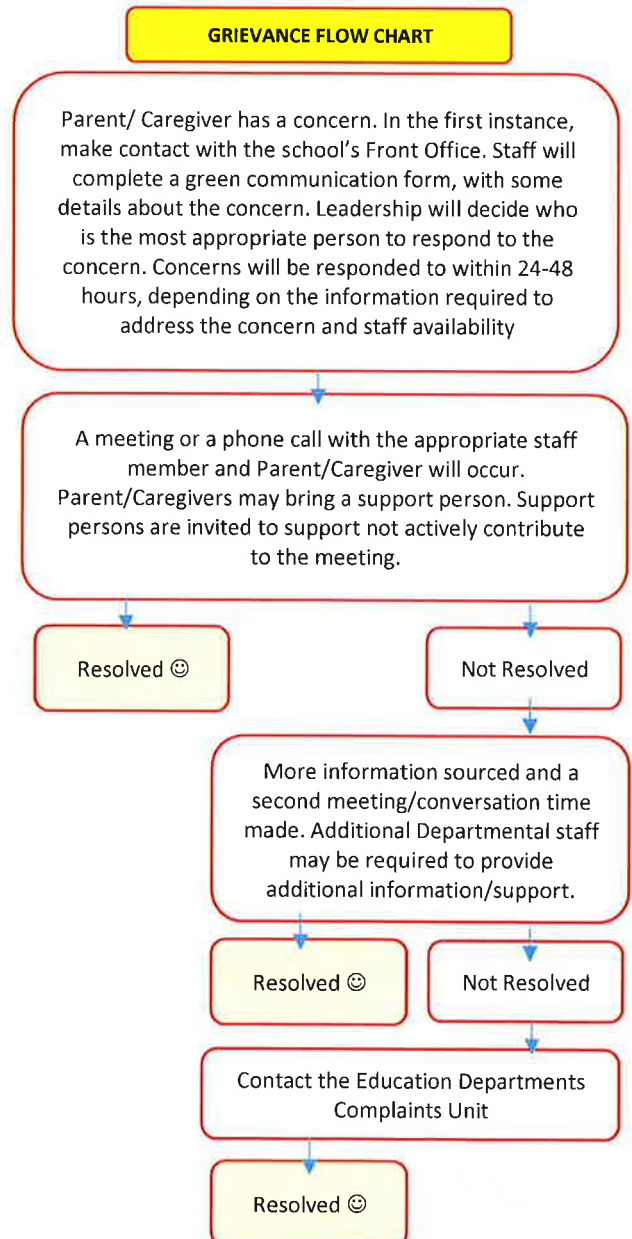
PROCEDURES

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



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



Government of South Australia
Department for Education

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