

GRIEVANCE PROCEDURES FOR PARENTS

- A. Make an appointment to meet with the appropriate staff member.
- B. If the issue is unresolved, make an appointment with the Principal or Deputy.
- C. If still dissatisfied, contact the Principal or Deputy again by phone or letter to arrange further possible meetings.
- D. After steps 1, 2, and 3, if the matter is not resolved, then the issue can be raised by writing to the School Council or contacting the Regional Director on 82073801.



**REYNELLA SOUTH SCHOOL
GRIEVANCE PROCEDURE FOR
PARENTS**



Government of South Australia
Department for Education and
Child Development

REYNELLA SOUTH SCHOOL

GRIEVANCE PROCEDURES FOR PARENTS -

Issues or concerns that you, as parents, may have regarding your child at school are most effectively dealt with if they are raised in the following ways.

All personal matters such as concerns regarding student, parent or staff relationships should be raised directly with the school through the appropriate staff member or Principal in a confidential manner.

General school matters such as the timing of sports days or comments about the camping policy are most appropriately raised with members of School Council, Staff or Principal.

The following guidelines may assist if you have a concern.

1. Make an appointment to talk to the staff member involved. (This makes the most productive use of the time available - when the staff member is free to give you his/her full attention). If you consider that the issue you have raised is still unresolved - it is important that you state this to the staff member at the conclusion of the meeting.
2. If the issues are not resolved, make an appointment with the Principal or Deputy. It will help if you let them know what subject you wish to discuss.
3. Meet with the Principal or Deputy. Results of this meeting may include the following:
 - * action is taken and/or the situation is monitored.
 - * further discussions with the people involved.
 - * outside support for the child, school or family may be sought, eg. Teacher and Student Support Centre personnel such as social worker, guidance officer.

4. If you are still dissatisfied with the outcome of the meeting, phone or write to the Principal again to air your concerns or write to the School Council. If the school does not receive further information, it is reasonable for the issue to be considered resolved.
5. If after steps 1 - 4 you are still dissatisfied, approach the District Superintendent or his/her executive assistant who will try to resolve the situation further. The expectation of the District Superintendent or his/her Executive assistant will be that the above steps have been followed.

Please note: If you feel you need someone to support you through any stage of the process, you may consider the use of an advocate or interpreter prior to or during a meeting. We would appreciate being informed if you intend to invite an advocate to a meeting.

It is important that these grievances are kept confidential, and although at times you may wish to seek support from friends or acquaintances, it is very important to do this wisely. When the matter is discussed in the student's hearing, it is important the student understands that you have confidence that the issue will be resolved confidentially, at the school level. Criticism of the school or staff member does not support the child's education as it undermines trust and confidence. The school can only deal with issues that are raised in the ways outlined above. If we do not receive information, then we assume that all is well.