**Concern or complaint** regarding service, decisions of staff, policy, procedure or practice.

**Make an appointment** to speak with staff member concerned.

**Outline your concern** and provide any supporting details and records. Outline what you would like to have happen in response.

Allow up to five working days for the matter to be resolved or followed up.

If concern is not addressed consider contacting the Principal or Deputy again.

Concern or complaint is not addressed or the follow up is unsatisfactory, or the concern or complaint is about the Principal or Deputy. **Contact the Regional Office on 8522 0900** and make an appointment to address your concerns.

If the complaint is still not resolved to a satisfactory standard, contact the Parent Complaint Unit 1800 677 435

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We are committed to delivering high quality education and care. Working with you to resolve any concerns or complaints is a key part of how we will deliver on this commitment.

But we recognise that sometimes things go wrong and you may feel that your expectations for your child are not being met. If you have an unresolved complaint or concern, then you are encouraged to raise it. It is important to work together, talk, listen and find solutions so that we improve your child’s experience and learning, and improve our services to the community.

While this guide aims to help you raise concerns, keep in mind that we also welcome your positive feedback and compliments, which can sometimes be overlooked in our busy lives.

Use this guide to help you think about what you are concerned about and how to resolve the matter respectfully and effectively.
**The Grievance Process**

1. **Grievances** are to be kept **confidential**. At times you might want to seek support from friends to gauge their reaction, however it is important to do this privately and respectfully.

2. **There must be mutual respect** between all parties – respect by parents for teachers/staff as professionals, their experience and their expertise; respect by teachers/staff for parents’ special relationship with their child.

3. **It is vital for the sake of the students and the school that teachers are not criticised in students’ hearing.**

4. **All input/contributions are to be listened to respectfully and attentively by others in the process.**

5. **Think carefully about the outcome you want to achieve** – with respect to both yourself and the child, the teacher, and the school.

6. **Be prepared to talk specifics.** Bring along notes you have documenting when, what, why, who, when, where and how the incidents/issues have occurred.

7. **Parents can use a support person to assist them in raising an issue.** At any stage a parent may contact the Parent Complaint Unit to discuss a concern or seek advice (1800 677 435)

8. **It is important to remember** that the grievance process will not necessarily result in a change to, or reversal of a decision or action. Sometimes the only achievable outcome may be an understanding to follow or improve guidelines or procedures in the future.

9. **If a concern has not been addressed or the follow-up is unsatisfactory,** please refer to the **flow chart** in this document as to your next step.

10. **Parent should never take it on themselves to approach children other than their own about school based issues.**

**Grievances covered by this policy include:**

- The type, level or quality of service provided by the school.
- Decisions of staff.
- A policy, procedure or practice of the school.

**Grievances NOT covered by this policy:**

- Appeals about student suspension or expulsion.
- Mandatory reporting responsibilities.

The policy is not applicable where a parent has employed a third party (e.g. legal representation); in this circumstance, the concern is referred to DECD Legislation and Legal Services Unit.