

Penong Primary School

Respect Community Achievement



Government of South Australia
Department for Education



Parent Grievance Policy

At times parents may have concerns that they wish to take up with the school. The following procedures should assist parents in handling such concerns.

Before making a complaint you should:

- Clearly identify issues and the resolution you are after
- Provide complete and factual information
- Cooperate with any requests for more information
- Not include deliberately false or misleading information
- Treat staff handling the complaint with courtesy and respect

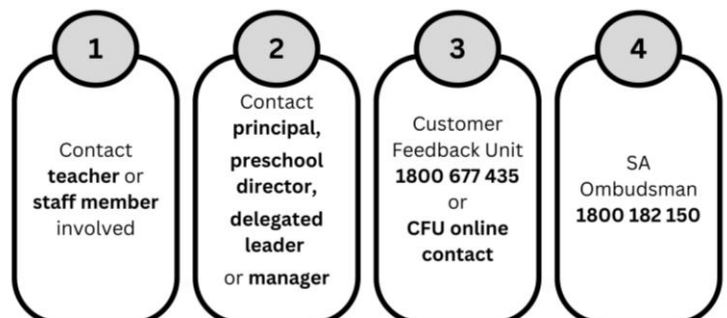
<https://www.education.sa.gov.au/raising-complaint-department-education>

Grievance Procedure for management of issues and policy breakdown

In line with Department for Education Complaints Management Procedure, Penong Primary School acknowledge *that teachers and support staff are often the first point of contact for a parent with a concern or complaint, and as such, staff will make every effort to resolve these matters where possible:*

- Level 1: parents raise any concerns or complaints about their child's education with their child's teacher/staff member involved. Teachers acknowledge and aim to resolve the issue in line with the procedure. When the complaint is easily resolved over the phone or by front line staff (including the Principal for minor concerns), recording of the issue may be maintained at site level (ie brief notes).
- Level 2a: parents raise any concerns or complaints about their child's education that they feel unable to raise with their child's teacher or staff member involved, with the Principal. The Principal acknowledges and aims to resolve the issue in partnership with the parents/student, in line with the procedure. This may require involvement of the class or relevant teacher, as appropriate. The complaint received by the school and the decision or actions taken to address it are documented in minutes and reported annually.
- Level 2b: when level 2a does not provide a satisfactory resolution, parents contact the local Education Director.
- Level 3: when level 2 does not provide a satisfactory resolution, parents elevate the complaint to the Customer Feedback Unit. Concern can be also lodged via the 'Feedback/Complaints' link on the School's website.
- Level 4: when neither Level 1, Level 2 nor Level 3 avenues provide a satisfactory outcome, parents may contact and seek independent review from the Ombudsman SA.

Overview of steps for Raising a Complaint



Student	Parent/Caregiver	Staff Member
<p>Grievance with another student</p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Try to sort the problem yourself i.e. "Please stop it, I don't like it" 2. Talk to the person about the problem. 3. Talk to a teacher or SSO about the problem at as appropriate time. 4. If issue is unresolved, speak to parent/caregivers. <p>Grievance with Staff Member</p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Speak to staff member about the problem. 2. If unresolved speak to the principal. 3. Speak with parent/caregiver 	<p>Steps:</p> <ol style="list-style-type: none"> 1. In the first instance please arrange a time to speak to the teacher or if relevant then the principal. 2. Please do not text staff or voice your grievances on social media. 3. Please do not enter the school classrooms or offices about a major grievance without prior arrangement. 4. Let the teacher/principal know what you consider to be the issue. 5. Allow and agree upon a reasonable timeframe for the issue to be addressed. 6. If the grievance is not addressed arrange a time to speak with the Principal. 7. If you feel the issue is unresolved after completion of all of the above steps, please arrange a time to discuss the issue with the Education director at the Eyre District Education Office 86823788. 8. If you feel the issue is still unresolved you can contact the Customer Feedback Unit on 1800 677 435 or CFU online contact. 9. If you feel it is necessary contact the SA Ombudsman 1800 182 150. 	<p>Steps:</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned. 2. Allow reasonable time for the issue to be addressed. 3. If the grievance is not resolved, speak to: <ul style="list-style-type: none"> • Your Principal / Line Manager • A nominated grievance contact <ul style="list-style-type: none"> - WH&S Representative - Union Representative - PAC (where appropriate). • Ask their support in addressing the grievance by: <ul style="list-style-type: none"> - Speaking to the person - Monitoring the situation - Investigating your concern - Acting as a mediator 4. If the issue is not resolved within a reasonable time, arrange a time to speak to the Educational Director

Reviewed August 2025

Signed Karen Murray
Principal

Signed: Allison Shipard
Chairperson Governing Council

Next Review August 2028