

## COMPTON PRIMARY SCHOOL

### PARENT GRIEVANCE PROCEDURES

Parents and caregivers are asked to solve problems, raise queries or have questions answered through the following school process:

#### Step One

- Speak to the person that is directly involved with the problem e.g. class teachers or front office personnel.

#### **If the problem is not resolved ...**

- Tell the person you are still unhappy with the result and discuss and clarify the situation again.

#### **If the problem is still not resolved ...**

- Tell the person you are still unhappy with the result and that you will be seeking further help.

#### Step Two

- Speak to the school Principal.

#### **If the problem is not resolved ...**

- Tell the Principal you are still unhappy with the result and further discuss the situation.

#### **If the problem is not resolved ...**

- If you are still unhappy with the result and the problem hasn't been resolved tell the principal that you are seeking further help.

#### Step Three

- Speak to the Education Director in Mount Gambier – Nigel Brito.  
Ph: 87245300.

#### In Addition

- Issues which include school policy, funding, resources and safety can also be raised at Governing Council through the Executive.
- All personal grievances, learning issues and behavioural concerns are required to be solved through step one.