



Grievance/Complaints Policy

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Authors	Staff
Replaces	Modbury School Grievance/Complaint Procedures
Related Documents	For further details refer to the Department's documents:- <ul style="list-style-type: none">• "Site Complaint Record", "Complaint Resolution for Employees"• "Consumer Complaints Management and Resolution Procedures"• Copy of Site Complaint Record* - site-complaint-record.pdf

RATIONALE

Positive relationships within the school community give children a greater chance of having a successful educational experience. To help us resolve any concerns you may have, it's important that we discuss issues in a calm and reasonable way. The below information provides guidance to parents, caregivers, and families on how to raise issues respectfully at Modbury School P-6. It is important students, staff and parents work together in solving any issue or concern that may arise.

In the event of a grievance/complaint, the following procedures should be used.

SCOPE

Principles of our procedures:

- Everyone should be treated with respect;
- Issues or concerns at school with other students or parents need to be resolved through the school;
- It is never appropriate anytime at school for a parent to directly approach a child/ren or their parent/s over a concern or issue even if the concern or issue is not school-related;
- Meetings to discuss grievances/complaints will be suspended if any person behaves disrespectfully or offensively.

You can assist in the resolution of the grievance/complaint by:

- Addressing the issue, rather than trying to ignore it;
- Stating your concern/s clearly and objectively, giving specific instances where appropriate;
- Seeking a solution that attempts to meet the needs of all those concerned.

Our commitment when a grievance/complaint is raised:

- Staff will listen to the concerns with an open mind and seek to understand;
- We will maintain confidentiality;
- We will allow concerns to be expressed in a safe environment;
- We will investigate any issues raised carefully;
- We are committed to respectfully resolving the grievance/complaint striving to be as fair as possible;



- We will attempt to communicate clearly, sensitively and objectively, as agreed within a mutually agreed timeframe;
- We will establish timelines for actions and review for any resolution (if required).

Useful Tips

- Remaining calm and respectful when talking with staff will ensure your point of view and concerns are heard. It's never OK to shout, abuse, intimidate or insult people, or make threats.
- Provide factual details about the issue, including things like dates and names of people involved, and what resolution you are seeking.
- Keep an open mind and be aware that there may be different views and perspectives about a situation.
- Sometimes it can feel overwhelming to discuss issues you're concerned about in person. You may prefer to write them in an email, or you are welcome to bring a support person or advocate when talking with staff – please just let us know before we meet.
- We can only follow up on issues that we're aware of. It's not helpful to air grievances to other parents or on social media. Instead, report your concern to staff directly so we can work with you to resolve it.
- You only need to email or speak with 1 staff member, who will follow up or refer it to the person who can help. Please don't raise the same issue with multiple staff.
- If you're concerned about another child's or parent's behaviour, report it to staff. It's not appropriate to approach children or their families to raise issues with them.
- For privacy reasons we can't give you any information about other children of families, but please be reassured that we will follow up issues and take appropriate action.

More information and support

See the [Raising a complaint with the Department for Education](#) factsheet for more information about the complaint process.

Overview – steps for raising your complaint





PROCEDURE

We recommend documenting your concerns to clarify and ensure your concerns are resolved appropriately. It might be useful to complete the [Site Complaint record](#)* and to use the guiding questions below to support you:

- What happened?
- Who was involved? Students or staff
- What did you do about it? What actions have you taken?
- Who have you spoken to?

PARENTS AND CARERS		
Class Issue Grievance / complaint	Yard Issue Grievance / complaint	Policy Grievance / complaint
<ol style="list-style-type: none"> 1. Talk to your child and ask questions (who what, when, where, how, why) to find out more about the issue. Use this information to help decide if your child can resolve the issue themselves, or if support is needed from the school/preschool. Providing your child opportunities to appropriately resolve an issue themselves can help build problem solving skills and resilience. 2. Arrange a time to speak to the relevant teacher(s) about the grievance/complaint. 3. Please do not enter school classrooms about a major grievance/complaint without prior arrangement. 4. Let the teacher know what you consider to be the issue. Depending on what the issue is and how it needs to be resolved, the teacher may: work with you to establish the best course of action for your child; have recommendations on how you can support your child at home; provide information about additional support your child can access at school/preschool. 5. Allow a reasonable agreed time frame for the issue to be addressed and negotiate and discuss this at the initial meeting. Sometimes we'll need more time to gather information, plan or set things up. Please be patient while we're working on resolving your concerns, and we'll update you as soon as possible. 6. If the grievance/complaint is not addressed to your satisfaction, please contact the front office to arrange a time to meet with the appropriate member of the school's leadership team responsible for that year level. <ul style="list-style-type: none"> ▪ For Reception, Year 1 & 2 concerns contact - Deputy Principal ▪ For Preschool concerns contact – Principal ▪ For Year 3 to 6 concerns contact – Principal ▪ For Special Class concerns contact –Principal ▪ For Specialist area concerns contact – Wellbeing Leader 7. If required, follow up meetings can be arranged with the Principal or Deputy Principal. 	<ol style="list-style-type: none"> 1. Contact the front office to make an appointment with Leadership to discuss the grievance / complaint. 2. If the grievance / complaint is not addressed to your satisfaction, follow up meetings can be arranged with the Principal or Deputy Principal. 	<ol style="list-style-type: none"> 1. Parents, Carers and Community Members with an administrative or school policy grievance/complaint should contact the front office. 2. If the grievance/complaint is not addressed to your satisfaction, follow up meetings can be arranged with the Principal or Deputy Principal.
<p>If the outcome is not satisfactory, you can contact The Department for Education's Customer Feedback Unit on 1800 677 435 or email education.customers@sa.gov.au alternatively contact the Education Director responsible for Modbury School P-6 at the Felixstow Office on 8366 8808.</p>		



STUDENTS AND STAFF

STUDENTS – All Grievance/complaints	STAFF AND VOLUNTEERS – All Grievance/complaints
<ol style="list-style-type: none"> 1. Talk to someone about your concern. It could be: <ul style="list-style-type: none"> ▪ the person/s involved ▪ a teacher ▪ a leader ▪ a school assistant ▪ another staff member ▪ your parent/s or carer 2. If you feel uncomfortable, speak to someone who you feel comfortable with. 3. Keep persisting until you feel someone is listening and will help you. 4. Use our Positive Behaviour for Learning (PBL) key concepts to support you when addressing an issue: <ul style="list-style-type: none"> ▪ Be Safe ▪ Be Kind ▪ Be Resilient 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned. 2. Allow a reasonable agreed time for the issue to be addressed. 3. If the grievance/complaint is not resolved, speak to your Line Manager or Principal. <ul style="list-style-type: none"> ▪ For Reception, Year 1 & 2 concerns contact– Deputy Principal ▪ For Preschool concerns contact – Principal ▪ For Year 3 to 6 concerns contact – Principal ▪ For Special Class concerns contact –Principal ▪ For Specialist area concerns contact– Wellbeing Leader ▪ For Volunteers – contact the Business Manager <p><i>Ask for your Line Manager or Principal's support in addressing the grievance/complaint by perhaps:</i></p> <ul style="list-style-type: none"> ▪ speaking to the person involved on your behalf ▪ investigating your concern ▪ monitoring the situation <p><i>And/or speak to a nominated grievance/complaint contact:</i></p> <ul style="list-style-type: none"> ▪ WHS Representative ▪ WHS Committee Members ▪ PAC (Personnel Advisory Committee) ▪ AEU/PSA Union Representative <p><i>Ask for their support in addressing the grievance/complaint by perhaps:</i></p> <ul style="list-style-type: none"> ▪ acting as a mediator ▪ taking notes of meetings <p>If the grievance/complaint is not addressed to your satisfaction, follow up meetings can be arranged with the Principal or Deputy Principal.</p> <p>If the issue is not resolved within a reasonable time you can contact the Education Director responsible for Modbury School P-6 based at the Felixstow Office on 8366 8808.</p>

Copy of Site Complaint Record - [site-complaint-record.pdf](#)