



GRIEVANCE PROCEDURE FOR PARENTS AND CAREGIVERS – SCHOOL AND PRESCHOOL

Belief

Strong school-community relationships are crucial for our children's success. It's normal for parents to have concerns about school matters occasionally. At Hendon Primary School, we have a process for addressing these concerns respectfully and effectively.

When raising a concern or complaint with staff, parents or caregivers can expect to:

- be treated with respect, courtesy and consideration
- have the complaint dealt with in a confidential and timely manner
- have access to appropriate and easily understandable information regarding the complaint resolution process
- have the complaint considered impartially and in accordance with due process and principles of natural justice
- be kept informed of the progress and outcome of their complaint.

We request that when making a complaint parents or caregivers will:

- treat other parties with respect, courtesy and maintain confidentiality
- raise the concern or complaint as soon as possible after the issue has arisen
- provide complete and factual information about the concern or complaint
- ask for assistance or further information as needed
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about what course of action is required to resolve the concern or complaint.

Your concerns will be discussed fully with the relevant people. You will need to be specific about your concerns (i.e. describe an incident and/or quote the words used). We always appreciate a message letting us know that you are happy with the outcome. The school can only deal with issues that are raised in the ways outlined. If we do not receive information, then we assume that all is well.

Of course, when you see something at school that you believe is good, please tell a staff member.

The Resolution Process

1. An appointment should be made promptly, to meet and talk with the class teacher at a suitable time.
2. If the teacher or parent feels that there has not been a resolution, then a meeting with a leadership staff member can be made with all parties involved.
3. If a parent still feels the problem has not been addressed, the parent can contact the Principal and express their concerns.
4. After steps 1-3 have been followed, a parent may wish to communicate with the Department's Customer Feedback Unit on 1800 677 435, or with the [online form](#).
5. SA Ombudsman (1800 182 150).

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