HOW TO GET HELP WITH A CONCERN OR COMPLAINT

Speak to your child’s teacher – it’s often best to make a time before or after school so that they can give you their full attention.

Resolved

Not Resolved

Make an appointment with our counsellors, the appropriate Assistant Principal, the Heads of School or the Child Care Manager

Resolved

Not Resolved

Make a time to speak to the Principal to discuss your options.

Resolved

Not Resolved

Contact the Regional Director (84167333).

Resolved

Not Resolved

Contact: Parent Complaint Unit
Level 6, 31 Flinders Street
Adelaide, SA, 5000.
Phone: 1800 677 435
decd.ParentComplaint@sa.gov.au

PARENT/CARER PROCEDURE FOR RAISING A CONCERN OR COMPLAINT

At Woodville Gardens School B-7 we strive to have a safe, secure, caring and bullying / harassment free learning environment.

There may be times, when as a parent/carer, you have concerns or complaints to raise. These can be most effectively dealt with by following the Procedures for Raising a Concern or Complaint. In this way we can work towards achieving an acceptable outcome for all concerned.

All matters should be raised directly with the school.

The initial contact for specific school matters, such as concerns regarding your child, parent/staff relationships etc. needs to be made in a confidential manner, directly with the teacher/staff member concerned.

School wide concerns such as School Guidelines/Procedures need to be directed to a member of the Leadership Team.

Please use the following guidelines if you have any concerns or complaints.
1. Talk with a staff member

- Make an appointment with the staff member involved. An appointment enables the staff member to give the matter their full attention. When making the appointment let them know what you wish to discuss, as this will facilitate the process.
- If you consider that the concern or complaint you have raised is still un-Resolved it is important that you state this to the staff member, preferably at the conclusion of the meeting or as soon as possible after the meeting.

2. Talk with a member of the leadership team

- If the issue is not resolved as a result of the discussion with the teacher make an appointment with the appropriate member of the Leadership Team (see back page). When making the appointment let them know what you wish to discuss as this will facilitate the process.
- Results of this meeting may include:
  - The situation being monitored
  - Further discussion with the people involved
  - Outside support for your child, family or school may be sought e.g. Regional office personnel
- If, after your initial meeting with the Leadership member, you are still dissatisfied with the outcome, phone or write to them again to air your concern or complaint. This will give the school another opportunity to resolve the situation.
- If the school does not receive further information, it is reasonable for the school to consider the concern or complaint to be resolved.

The school will aim to resolve your concern or complaint within 15 working days.

3. Contact the Regional Office

If after steps 1-2 you are still dissatisfied, approach the Regional Office who will try to further resolve the situation. Phone: 84167333.

The Regional Office will aim to resolve your concern or complaint within 20 working days.

The expectation of the Regional Office team will be that the previous steps (1 & 2) have already been followed.

4. Contact the Parent Complaint Team

The unit has a dual function;

- To provide advice and support to parents/carers about their concern or complaint.
- To objectively review complaints that have not been resolved at the school or regional level.

Advice and support
You can contact the unit’s hotline (1800677435 Free call) at any time to discuss your concern or complaint or to seek advice. Staff will follow up with you at a later stage to check on progress.

If a complaint has not been resolved by the school or Regional office, the unit will be asked to assess the complaint and decide what action is needed.

A senior leader of the Department for Education and Child Development (DECD) will make a final decision about the complaint and communicate the decision within 35 working days in most cases.

For further information;
DECD.parentcomplaint@sa.gov.au