



## NAILSWORTH PRIMARY SCHOOL

# A GUIDE TO RAISING A CONCERN OR COMPLAINT

Underpinned by DECD Policies: Approved by NPS Governing Council

Parents can expect that their concern or complaint will be responded to in a courteous, respectful and timely manner and that staff will work in partnership with them to resolve their concern or complaint. In turn, we ask that parents are respectful, cooperative and courteous to staff and that they are realistic and reasonable about what course of action is required to resolve their concern or complaint.

### **Confidentiality**

Parents can expect that confidentiality will be adhered to throughout the conflict resolution process which means that the complaint will only be discussed with those people directly involved in the resolution process.

### **Complaint resolution stages for parents:**

#### **Step One: Raise the concern**

The school should always be the first point of contact.

Please arrange an appropriate time to talk to the class teacher or relevant staff member.

- A time can be arranged by contacting the Front Office asking for the staff member to return your call or assisting in making an appointment.
- Approaching a staff member before or after school requesting to make a time to talk.
- You are also able to email the school, which will then be forwarded to most appropriate staff member. [dl.0305\\_info@schools.sa.edu.au](mailto:dl.0305_info@schools.sa.edu.au)

Please note that entering a class while a teacher is teaching, is not an appropriate time.

#### **Step Two: Speak to a school leader**

At Nailsworth Primary School there are two school leaders that we would ask you direct your concerns.

Principal: Sharron Ward

Deputy Principal/School Counsellor: Toni Ballard

If the concern is about a teacher, then the parent may prefer to talk to a school leader. They will work with the parent and the staff member to resolve the issue. If the parent is not satisfied after talking with the teacher, they may choose to discuss the complaint with a school leader. Parents may choose to meet face to face or to write to the school leader who will then acknowledge receipt of the complaint as soon as possible. Parents are also able to bring along a support person at a meeting. The school will aim to resolve the concern or complaint within 15 working days.

#### **Step Three: Request a reconsideration of the issue**

If the parent is not satisfied after talking to a school leader, the matter is to be referred to the Principal.

In this case the parent is requested to write their concerns and the issues related to the matter including previous steps that have been taken. The Principal will then reconsider the matter and either respond in writing or request a meeting aimed at reaching a resolution.

#### **Step Four: Contact the District Office:** Phone number 8366 8864

If the parent concerns are with the Principal, or they are not satisfied with the school's response, they can ring the District Education Office.

#### **Step Five: Ring the Education Complaint Line:** 1800 677 435 or Head of Schools 8226 2536

The Education Complaint unit has a dual function:

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

A parent may contact the hotline at any time to discuss their concern or complaint and to seek advice.