



Curramulka Primary School

RESPECT RESPONSIBILITY TRUST

Grievance Procedures Policy

Reviewed March 2018, Endorsed by GC May 2018. Next Review – 2021

At Curramulka Primary School, staff are committed to providing high quality educational programs in a learning environment that is safe and supported for all students who attend our school.

We also recognise that sometimes things go wrong and parents/caregivers may have concerns about what happens at school. If you have an unresolved issue or complaint we encourage you to raise it so that we can work together to listen, talk, and find solutions to improve our services.

Guiding principles:

- The safety and educational wellbeing of children and young people is our first priority.
- Students, parents, staff and volunteers have the right to be treated with respect, courtesy and consideration.
- Parents have the right to raise concerns and complaints about their school and be supported to do so.
- Wherever possible, complaints should be resolved at the school level.
- Complaints will be considered impartially and in accordance with the principles of natural justice.
- All parties should work together to find a mutually acceptable outcome.
- Confidentiality should be adhered to by all parties. This means the complaint should only be discussed with those people directly involved in the resolution process.

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.

PROCEDURE – How to get help with a concern or complaint:

Follow the process outlined in the brochure Raising a Complaint with DECD.

A copy of this brochure is sent home annually.

You can download this brochure from this website.