



North Ingle School Parent Complaint Policy

Good relationships within the school community give children a greater chance of success. However in the event of a parent complaint the following guidelines may be used.

Principles

As a school community we are committed to working together to meet the educational needs of our students. This occurs most effectively when staff, students and parents are working towards the same ends. This can only happen if there is trust, and open and effective communication between the people within the school community.

Staff members (including school leaders), students and parents who work well together, treat each other with respect and integrity, and act to resolve concerns and conflicts promptly and effectively. This promotes a productive and happy work environment and the health of the school community.

You can assist resolution of your problem by:

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

Our mutual commitment when someone raises a concern:

- We will listen to concerns with an open mind and seek to understand them
- We will maintain confidentiality
- We will treat each other decently
- We will investigate any relevant issues carefully
- We will be committed to resolving any problems in ways that respect individuals and attempt to meet the needs of all concerned as fairly as possible
- We will attempt to communicate clearly, sensitively and objectively
- We will establish time lines for actions and review for any resolutions.

PARENTS/CAREGIVER with a complaint should:

Issues related to classrooms:

1. Arrange a time to talk to the teacher about the problem. Discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in a way that respects the needs of those involved.
2. Allow a reasonable timeframe for the issue to be addressed.
3. If the complaint is not addressed arrange a time to speak with the Principal.
4. If you are still unhappy, please arrange a time to discuss the issue with the Education Director Ms Gerri Walker on 8314 4000.

For Issues related to school policy:

1. Arrange a meeting time with the Principal to discuss your concern.
2. Allow a reasonable timeframe for the issue to be addressed.
3. If you are still unhappy arrange a time or refer the matter to the Education Director Ms Gerri Walker on 8314 4000.

For additional information or to contact DECD please visit www.decd.sa.gov.au/parentcomplaint

The "[Raising a complaint with DECD](#)" brochure is available which outlines the steps to take should you wish to raise a complaint.

To be reviewed annually.

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