Parents guide to raising a concern or complaint

**Education and quality care are vital for your child’s success**

At Kidman Park Primary School we are committed to delivering high quality education and care. Working with families to resolve any concerns or complaints is a key part of how we will deliver on this commitment.

We also recognise that sometimes things go wrong and you may feel that your expectations for your child are not being met. If you have an unresolved issue or a complaint, then you are encouraged to raise it. It is important that we work together, talk, listen and find solutions so that we can improve your child’s learning and school experience plus improve our services to the Kidman Park community.

**About concerns or complaints**

A complaint may be made by a parent if they think that the school has, for example:

- done something wrong
- failed to do something it should have done
- acted unfairly or impolitely

Your concern or complaint may be about:

- the type, level or quality of services
- the behaviour and decisions of staff
- a policy, procedure or practice

Sometimes a complaint is about something we have to do because of state or federal law, department policies or, school agreements. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

**What to do if you have a complaint**

So that we can all work together to get the best outcome for your child, there are some simple steps to keep in mind if you have a complaint about public education and care.

**Step 1** Appointment made by parents with the classroom (or other) teacher concerned.  
(Making an appointment makes the most productive use of time - teachers are free to give their full attention)

**Step 2** If not resolved, make an appointment with the Principal, Deputy Principal or Unit Coordinator.  
(Let them know what subject matter is going to be raised to shortcut the procedures)

**Step 3** Meet with the Principal / Deputy Principal / Unit Coordinator.  
- This would be followed up with a phone call at later times to monitor the situation.  
- It may also result in discussion with the parents, class teacher, principal, deputy principal or coordinator.  
- It might include inviting outside support for the family or school, e.g. guidance officer, social worker or behaviour management support.

**Step 4** If the problem is still apparent another meeting will be arranged between parents, principal and teacher involved
Where possible, the school will aim to resolve your concern or complaint ideally within 15 working days.

**Step 5**
If after Steps 1-4 the issue has not been resolved, an approach can be made to Mr Greg Petherick, Adelaide West Assistant Regional Director, 20 Beatty St, Flinders Park or 8416 7333.
The regional office will review your complaint and aim for a resolution within 20 working days.

**Step 6**
The Department for Education and Child Development Parent Complaint Unit can be contacted.
The hotline number is 1 800 677 435.
The unit’s role is to –
• Provide advice and support to parents about their concern or complaint
• Objectively review complaints that have not been resolved at the school or regional level.

Parents may:
• use any of the grievance procedures outlined in this brochure

**Grievance procedures for staff**
While parents can expect the staff to respect their views, if a parent’s behaviour, when raising an issue, is felt by staff to be inappropriate (e.g. intimidating, threatening, harassing), that staff member may decide it is best to postpone the communication for the time being.
Following such a situation, a staff member may:
• stop a conversation and refer the matter to the principal
• seek advice from the principal
• communicate with the parent in writing
• meet with the parent by appointment only
• suggest that another person/parent be nominated as an advocate/mediator in ongoing communication
• contact an appropriate officer of DECD for support to re-establish effective communication
• seek police assistance or legal advice

**Please remember…**
• Parents cannot approach students in the yard to discuss issues or conflicts. Please talk to a staff member re concerns about other children at KPPS.
• It is not appropriate to raise with Governing Council members, issues about the professional performance of KPPS staff members. These complaints must be directed to the Principal or Regional Director.
• Aggression towards another member of the KPPS community could result in police action or, be libellous.
• It is important to hear all sides of a story and thus understand the perspective or information gathered by a staff member.
STEPS TO RAISING A CONCERN OR COMPLAINT

Step 1

STUDENT LEARNING / CLASSROOM CONCERNS
Make an appointment to meet with the appropriate teacher.

Resolved✓ Not Resolved

Whole SCHOOL or OTHER CONCERNS
Make an appointment with Principal, Deputy Principal or Unit Co-ordinator

Resolved✓ Not Resolved

Step 2

Make an appointment with Principal, Deputy Principal or Unit Co-ordinator

Resolved✓ Not Resolved

Step 3

Meet with Principal, Deputy Principal or Unit Co-ordinator

Resolved✓ Not Resolved

Step 4

Organise another meeting with appropriate staff member

Resolved✓ Not Resolved

Step 5

Make an appointment with Mr Greg Petherick, Assistant Regional Director, Adelaide West 8416 7333

Resolved✓ Not Resolved

Contact the DECD Parent Complaint Unit 1800 677 435