



Government of South Australia

Department for Education and
Child Development

Marion Primary School

Resolving Concerns Dealing with Complaints And Maintaining Positive School Relationships

VERY IMPORTANT

- Concerns need to be kept confidential and, although at times you will want to seek the support of friends, it is beneficial to do this in private and to feel confident that they also will respect confidentiality.
- Calm discussions will help the concern to be resolved more successfully.
- Extreme care is needed when discussing a concern near your children. Children need to feel that home adults and school adults are working together.
- We're in this together and it is essential that we do everything to support each other and maintain mutual trust and confidence.



Children deserve to be successful

We can assist this by:

- Working together in a positive and caring way
- Acknowledging that everyone is doing their best
- Understanding that if we're not part of the solution we can be part of the problem
- Everyone contributing to a safe, secure, harassment free environment for all members of the school community.

Raising concerns:

Schools are very complex organisations with a range of people involved.

There will be concerns, which may be about curriculum, behaviour, policy, relationships, sport etc.

It is important that concerns are addressed as early as possible to avoid escalation.

The usual procedure to be followed is:

1. In the first instance contact the school and arrange a time to either meet with the teacher or talk to them over the phone.
2. Your concern deserves time in order to be resolved. Please inform the teacher about your concern in writing or via telephone call before you meet. This enables them to be prepared and have all of the necessary information. If between you, you are not able to resolve the problem let the person know that you intend to speak to someone else.

3. If the matter is not resolved or your complaint is about a teacher, you can raise your concern directly with the Principal, in writing or via telephone contact. Your concern will be acknowledged and a mutually convenient time for a meeting will be arranged. The school will aim to resolve your concern within 15 days.
4. If you are still unhappy with the outcome, contact the Parent Complaint Unit DECD.EducationComplaint@sa.gov.au or phone the hotline 1800 677 435.

The Parent Complaint Unit provides advice to parents about concerns or complaints and objectively reviews complaints that have not been resolved at a school or regional level. The complaint unit will:

- assess your complaint
- decide what action is needed
- let you know what has been done and when you can expect to hear about the outcome.

The department's chief education officer or the executive director of the Office for Children and Young People, and the Chief Executive's office will be advised by the Education Complaint Unit of the outcome of the review. One of these senior leaders will make a decision about your complaint.

In most cases you can expect to hear of a decision within 35 working days.

You also have the right to raise any education or care concern to an external body such as the South Australian Ombudsman. <http://www.ombudsman.sa.gov.au/>