



## PARENT COMPLAINT POLICY

### DOCUMENT CONTROL

<b>File Location:</b>	J:\Common\Policies\Approved Policies\Parent Complaint Policy.docx
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<b>Approved By:</b> Principal Governing Council	<b>Principal:</b> Jason Munro	<b>Governing Council Chairperson:</b> Jenny Dickson
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<b>Next Review:</b> 12 Months	<b>Policy Scope:</b> School Specific	<b>Date Approved:</b> / /2013
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## STATEMENT

Good relationships within the school community give children a greater chance of success. At Lockleys Primary School we believe that school, family and community partnerships are essential in delivering the highest quality education and care. At Lockleys Primary School we expect that parents and staff treat each other with respect and with good manners. It is important to work together, talk, listen and find solutions so that the high qualities can be met.

At times we understand that things go wrong or don't meet expectations. In these circumstances parents may raise a concern or complaint. Lockleys Primary School Parent Complaint Procedures follow the 2012 DECD Parent Complaint Policy. It is strongly recommended that parents follow each stage appropriately to reach a final decision in a timely manner. At any stage the Parent Complaint Unit may be contacted for advice.

Parents with a concern or complaint need to arrange a meeting with the appropriate staff member, and allow a reasonable timeframe for the issue to be addressed. In accordance with the DECD policy each stage has an appropriate timeframe attached to allow all parties to listen, talk, investigate and resolve. If resolution has not been made then parents are encouraged to proceed to the next stage.

## COMPLAINT STAGES

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**Stage 1 – School Level response** – within 15 working days of raising the complaint at this level

Raise the concern with the appropriate staff member. If the concern is about a particular staff member then the Principal may be your first contact. If the complaint is against the Principal it may be appropriate to start at stage 2 by contacting the District Office.

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**Stage 2 – District Office response** – within 20 working days of raising the complaint at this level

If after an attempt of resolution at the school level has been made and an amicable resolution has not been reached or that a complaint against the Principal could not be approached at school level then our Assistant Regional Director, Mr Greg Petherick, may be contacted in the Western Adelaide District Office for the complaint to be raised there. (8416 7341)

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**Stage 3 – Parent Complaint Unit response** – within 35 working days of raising the complaint at this level

If after an attempt to resolve the complaint at District Level, an amicable decision has not been reached, then the Parent Complaint Unit may be contacted. (1800 677 435)

The parent complaint Unit may be contacted at any stage of the process to receive advice.

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# STAGE 1

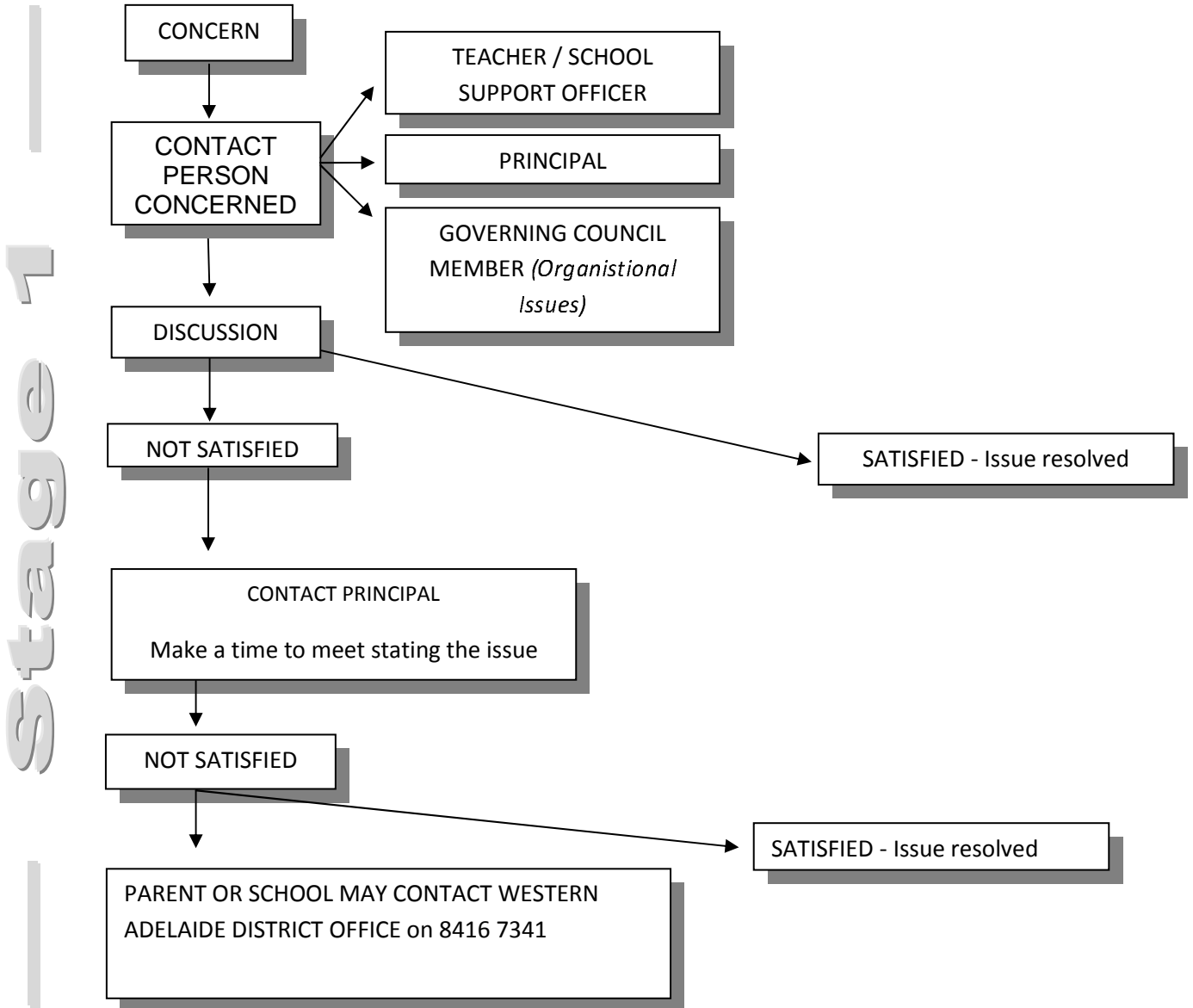
## Lockleys Primary School Level Response

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**Please do not enter school classrooms or offices about a major grievance without prior arrangement.**

1. Arrange a time via phone call / letter / or in person to speak to the relevant staff member(s) about the problem.
2. Let the staff member know what you consider to be the issue.
3. Allow a reasonable timeframe for the issue to be addressed.
4. If the grievance is not addressed or resolution has not been made, arrange a time to speak with the Principal.
5. Let the Principal know what you consider to be the issue
6. Allow a reasonable timeframe for the issue to be addressed.
7. If you are still unhappy, please proceed to stage 2.

Please note that all issues will be investigated and all parties concerned must be given the opportunity to have their say. This sometimes takes time but will be completed in a timely manner.



**PARENT COMPLAINT UNIT – 1800 677 435**

HEAD OF SCHOOLS CONTACT – 8226 2536 (can be used if complaint is against Regional or State Office staff)

Signed and Endorsed by:

Principal

Governing Council Chairperson

Date Approved:        /        /2013

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