



Parent Complaint Resolution

Introduction:

In line with DECD philosophy “*children are at the centre of everything we do*”- our role as educators at Mannum Community College is to provide for the best student learning underpinned by social and educational wellbeing. From time to time issues between the school and home may arise and to address these in a timely and respectful manner is important to our entire staff. We acknowledge that some issues may require higher level intervention but the starting point is with the individual concerned and the Grievance Procedures should be followed as outlined against our RIVER values and Code of Conduct.

Grievance Policies:

Rights and responsibilities of the individuals involved

- To communicate honestly
- To reflect on the issue or concern
- To seek constructive solutions and adopt a “no blame” approach
- To expect opinions to be heard and sought
- To be supported throughout the process
- To be listened to
- To be given the opportunity to present all sides to an issue
- To expect that agreed actions are adhered to
- To have the right to information according to DECD policies
- To consult outside agencies at any stage of the proceedings
- At all times to maintain CONFIDENTIALITY.

Guidelines:

- Raise the issue with the school in a calm and rational matter, bearing in mind that you have one side of an issue.
- Be prepared to talk specifics. That is, be prepared to talk about your own child and a particular incident.
- Parents use an advocate (support person) to assist them in raising an issue.
- At times, you may seek support from friends to gauge your reaction. It is important to do this wisely.
- At all times, it is important for the student’s sake that the school and the teacher are not criticised in the student’s hearing.
- When a grievance is discussed, the student involved needs to hear that there is a confidence that it will be resolved at the school level.
- The school can only deal with issues that are raised in this way. If we are not approached about any concerns, then we assume that all is well.
- We emphasise again, the grievances need to be kept CONFIDENTIAL



PLEASE NOTE:-

Issues need to be raised in a confidential manner directly with the school and steps 1-5 need to be followed through before activating Step 6.

Step 1 Parent/caregiver makes an appointment with the teacher concerned
(This makes the most productive use of the time available> it ensures that the teachers are free to give you their full attention)

Step 2 If dissatisfied: - make an appointment with your child's section leader, Senior Leader, Coordinator or Counsellor

Step 3 If dissatisfied: - make an appointment with the Principal.

Step 4 Meet with the Principal.

- This could also be followed up with a phone call at later times to monitor the situation.
- It may also result in a further discussion with the parents, class teacher and Principal.
- It might include inviting outside support for the family or school, eg. Guidance Officer, Social Worker, Behaviour Management Coordinator.

Step 5 If the problem is still apparent a further meeting will be arranged between parents, Section Leader or Principal and Teacher involved
(The school will aim to resolve the matter within 15 working days)

Step 6 Contact the DECD Education Complaint Unit (ECU) on 1800 677 435 which has the following functions.

- To provide advice and support to parents about their concern or complaint
- To review complaints which have not been resolved at the school or regional level.

The ECU will aim to resolve the matter within 35 working days in most cases

Step 7 If after steps 1-6, parents are still dissatisfied contact the Ombudsman at www.ombudsman.sa.gov.au

At Mannum Community College we actively encourage parents/caregivers/students to raise the issues they may have with the school or member of staff in a positive and constructive way.

A Governing Council Councillor may also consult with the Principal to assist you with raising a matter to resolve with the appropriate forum.

A general school matter or policy issue may be considered on the agenda of Governing Council or at a staff meeting or raised with an individual depending upon the nature of the concern.

We look forward to your support.

Last updated 23/5/2017



Mannum Community College Parent Complaint Resolution Flowchart

