



SALISBURY DOWNS PRIMARY SCHOOL

Parent Complaint Policy

1. PREAMBLE

Salisbury Downs Primary School has a commitment to creating a supportive learning environment in which teachers and parents/caregivers work together. We are committed to ensuring the delivery of high quality education as well as improving and entrenching the personal and social capabilities of all students. Working in partnership with parents and caregivers to resolve any concerns and complaints they have about their child's schooling, is a key part of how we deliver this commitment.

2. RATIONALE

The purpose of this policy is to provide information to parents/caregivers, staff and the school community about the procedures in addressing concerns and complaints.

STEP 1

TALK TO THE SCHOOL

If your concern or complaint relates to an issue concerning your child's teacher, you should talk to the teacher as soon as possible. Contact the school and organise a mutually convenient time to meet or have a telephone conversation.

If the matter is not resolved, is school wide or you wish to have a person act as a mediator, you may want to meet and raise the issue with the leadership team which comprise of the Principal, Deputy Principal or Wellbeing Co-ordinator.

Interpreters and Aboriginal Education Co-ordinators are available to assist parents in communicating with their school. Please contact or school or regional office for assistance.

School contact details:

Ph: 8258 7560

Fax: 82815860

Email: dl.1194.Admin@schools.sa.edu.au

STEP 2

CONTACT YOUR LOCAL DECD REGIONAL OFFICE

If the parents/caregivers are not satisfied that the concern/complaint has been resolved by the school, or if the Principal is the subject of the complaint, they may choose to contact the Northern Area Regional Office. The Regional Office will aim to resolve the concern/complaint within 20 working days.

Ph: 8314 4000

STEP 3

CONTACT THE PARENT COMPLAINT UNIT

If the concern/complaint remains unresolved after working together with the school and regional director then you may contact the Parent Complaint Unit.

The Parent Complaint Unit will provide advice and support parents/caregivers about their concern or complaint and will objectively review complaints that have not been resolved at the school or regional level.

Parent can expect to hear a decision in most cases within 35 working days.

Ph: 1800 677 435

Email: DECD.parentcomplaint@sa.gov.au

Website : www.decd.sa.gov.au/parentcomplaint