



School Grievance Policy and Procedure

PURPOSE

The purpose of this policy and procedure is to clearly outline the process to be followed by students and parents/care givers if they wish to make a complaint about some aspect of the educational experience at Yahl Primary School.

SCOPE

This policy and procedure applies to all students and their parents/care givers enrolled at the school, who wish to make a complaint.

POLICY STATEMENT

Yahl Primary School is committed to ensuring that it provides a high quality, positive educational experience for all students, at all times. While we value and encourage informal discussions as a way of resolving any issues that may arise, we also respect the rights of students and parents/care givers to make a formal complaint by following the process outlined in this policy and procedure.

Students and/or parents/care givers may choose to make a complaint if they believe that the school has:

- done something wrong
- failed to do something they should have done; or
- acted unfairly or impolitely.

A complaint may relate to:

- the type, level or quality of education services offered by the school
- the behaviour or decisions of staff; and
- a policy, procedure or practice.

DEFINITIONS

Complaint

A complaint means an expression of dissatisfaction about another person's behaviour or actions, or the decisions, services or products provided by the school, or third parties on its behalf.

REFERENCES

- Raising a Complaint with DECD brochure



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RESPONSIBILITIES

The **Governing Council** is responsible for:

- approving the School Grievance Policy and Procedure and any subsequent revisions.

The **Principal** is responsible for:

- presenting the School Grievance Policy and Procedure and any subsequent revisions to the Yahl Primary School Governing Council for approval; and
- ensuring that all students, staff and parents/care givers understand the School Grievance Policy and Procedure.

All **Teaching Staff** are responsible for:

- establishing and maintaining positive relationships and open communication with students and their parents/care givers, so that any issues that may arise can be dealt with quickly and effectively, in an informal manner; and
- participating in any formal complaint resolution process by adhering to the stated procedure.

All **Students** are responsible for:

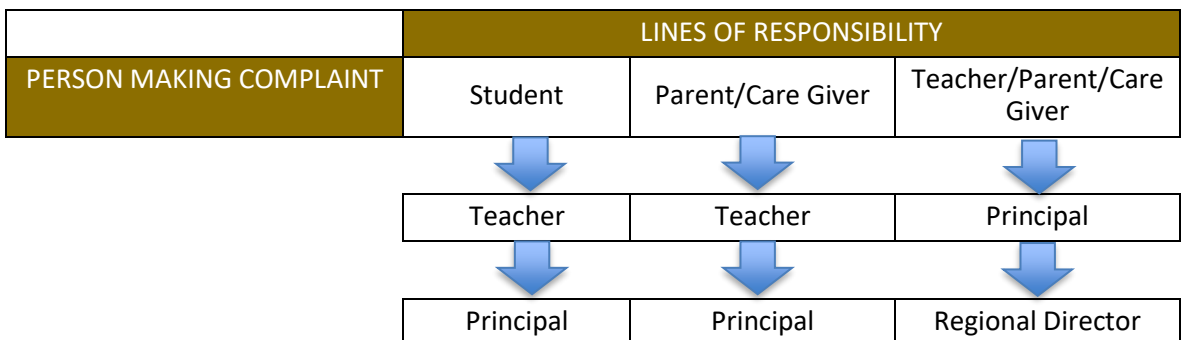
- attempting to resolve issues by discussing with the relevant person in the first instance; and
- participating in any formal complaint resolution process by adhering to the stated procedure.

All **Parents/Care Givers** are responsible for:

- attempting to resolve issues through informal processes in the first instance; and
- participating in any formal complaint resolution process by adhering to the stated procedure.

PROCEDURES

Lines of Responsibility: Summary

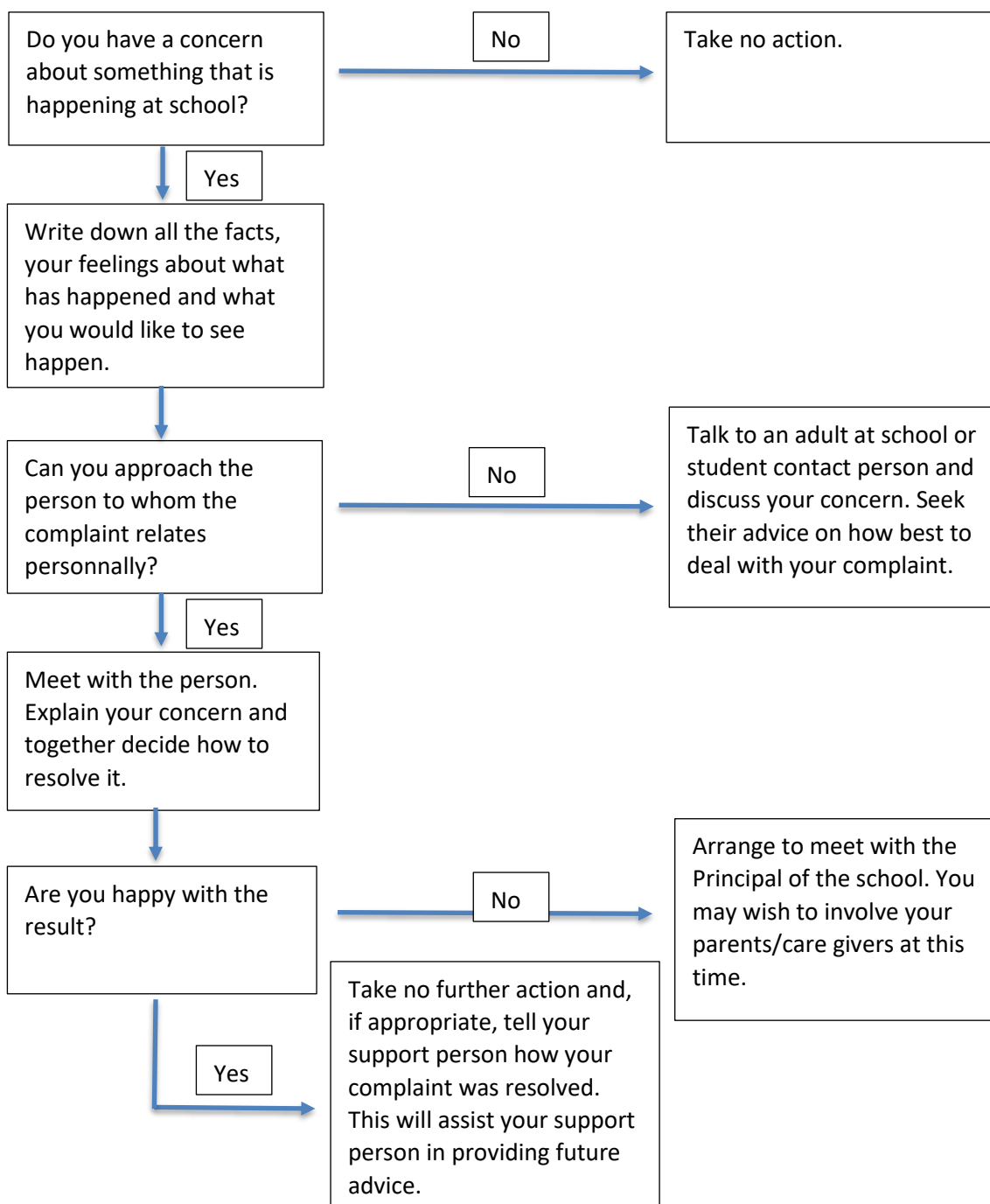




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PROCEDURES CONT.

Student Complaint

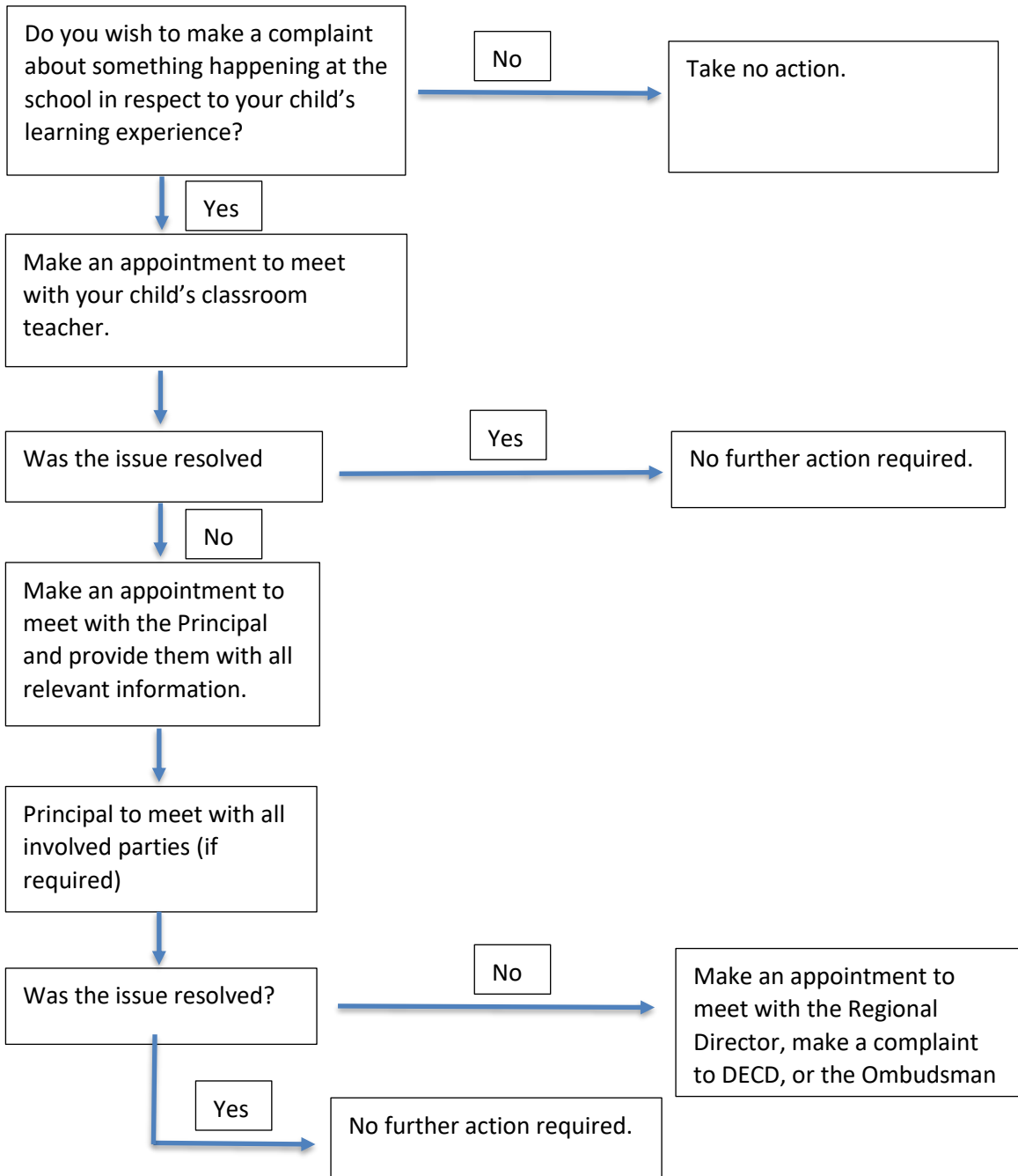




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PROCEDURES CONT.

Parent/Care Giver Complaint

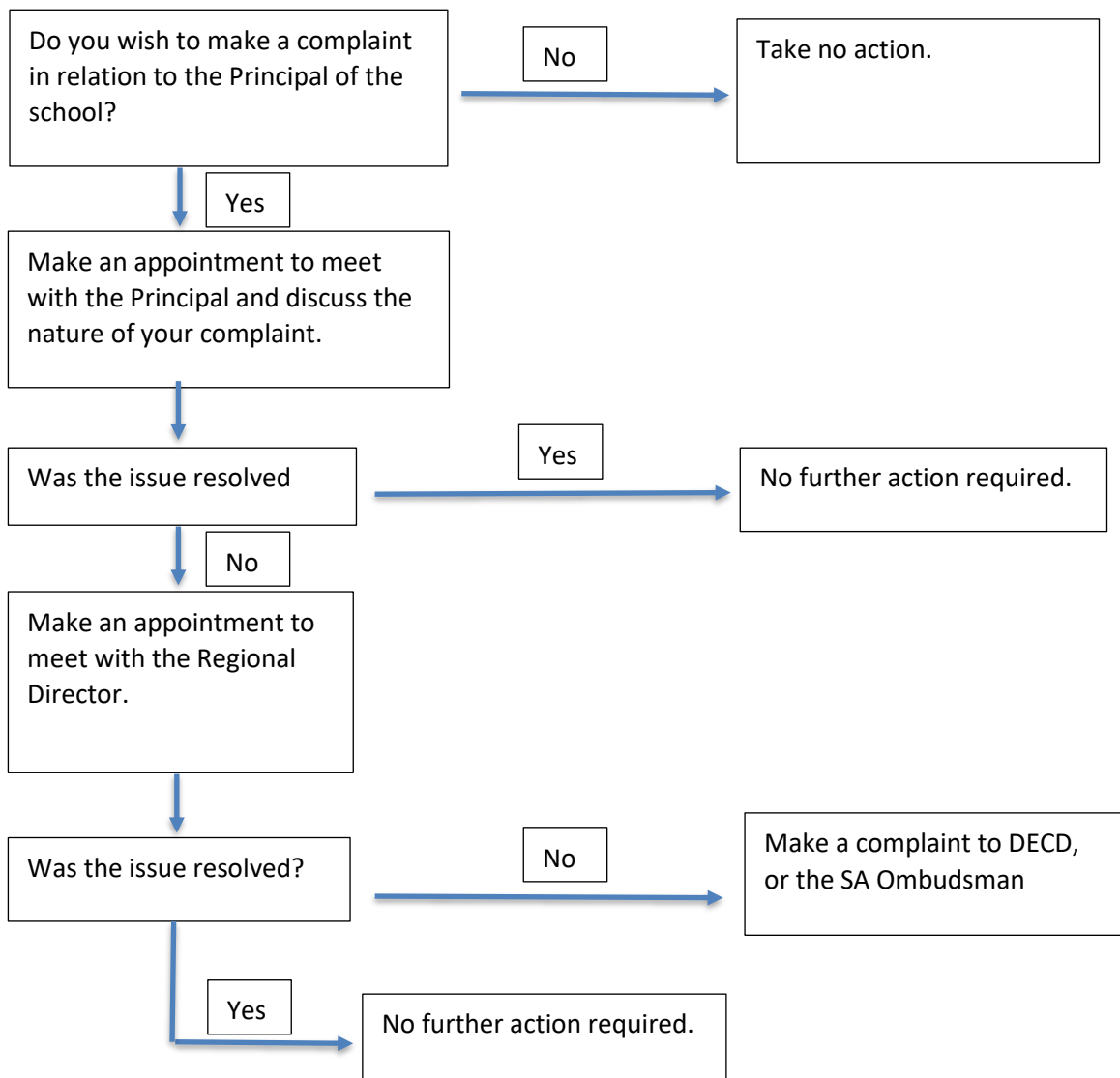




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PROCEDURES CONT.

Teacher/Parent/Care Giver Complaint Against the Principal





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CONTACTS

Education Complaint Unit

Phone: 1800 677 435

Email: DECD.EducationComplaint@sa.gov.au

The Education Complain Unit can help you by:

- providing advice and support about the issues behind the complaint
- advocating with local sites to ensure all options for resolution have been explored; and
- objectively reviewing complaints that have not been resolved at the local level, including through a formal review.

SA Ombudsman

Toll free: 1800 182 150

Phone: 8226 8699

Email: ombudsman@ombudsman.sa.gov.au

www.ombudsman.sa.gov.au

STATUS AND DETAILS

Reference Code:	YPS-POLP:4-V1.2
Version No:	V1.2
Status:	Current
Commencement Date:	September 19, 2018
Review Date:	September 2020
Authorising Authority:	Yahl Primary School Governing Council
Authorisation Date:	September 18, 2018
Accountable Officer:	Mrs Christine Morrison