



COMPLAINT PROCEDURES

**WE AIM TO: CREATE A SAFE, CARING, ORDERLY AND
QUALITY LEARNING COMMUNITY**

“Always within REACH”

Mount Barker South Primary School provides a stimulating, caring, relevant and safe learning environment, which respects the rights of individuals through a partnership with the wider community, students and staff.

The school delivers a broad, relevant and balanced education, which enables students to achieve a level of excellence according to their individual skills and abilities so that they function as effective members of the immediate and global community.

We believe that students who contribute to the school community by striving to participate, achieve and behave well, deserve to be recognised, acknowledged and encouraged.

Fortnightly assemblies focus on individual, group and whole school achievements. All teachers nominate students to be acknowledged for Confidence, Getting Along, Persistence, Organisation, Resilience, Mutual Respect, Attentive Listening and Only my best will do.

In the event of a problem, please aim to go through the following steps on the next page.



STUDENT COMPLAINT PROCEDURE

- 1. Try to work it out on your own.**
 - Take time-out to cool down / think.
 - Work out exactly what the issue is.
- 2. If you feel safe talk calmly to the person with whom you have the complaint.**
 - Take a friend for support.
 - Example "I feel.....and you need to stop".
- 3. Solve it with a teacher / interpreter.**
 - Tell them the problem.
 - Decide with them what you will do and see if it works.
- 4. Seek further help if the issue is unresolved.**
 - Go to the Counsellor or Principal.
 - Restate what the issue is.
 - The Principal, together with your parent or caregiver will decide what action is to be taken.



FAMILY COMPLAINT PROCEDURE

- 1. If you have a complaint with a staff member**
 - Contact the school to make a mutually convenient time to meet with the staff member Phone: 8391 1197.
 - Be fair, calm and honest.

If not resolved then:

- 2. Speak to the Principal by appointment**
 - Contact the school to make a mutually convenient time to meet with a member of the Leadership Team.
Phone: 8391 1197.

If not resolved then:

- 3. Seek advice from the Education Director at the Hills Regional Office**
 - Contact the Education Director.
Phone: 8391 4705.

If not resolved then:

- 4. Seek advice from Parent Complaint Unit**
 - If the complaint cannot be resolved as a result of the parent, school and Regional Office working together, then the matter can be referred to the Parent Complaint Unit for an independent review.
Phone: 1300 677 435.

**These steps should be followed in order
From 1 –4 before proceeding to any other step.
If resolved, stop.**

Good relationships within the school community provide the basis for a safe and supportive environment.

*At Mount Barker South Primary School we aim to respect everyone,
repair harm and restore relationships.*

Respect ~ Excellence ~ Acceptance ~ Co-operation ~ Honesty

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