



COMPLAINT RESOLUTION PROCEDURES

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

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, 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.

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, Only my best will do and Terrific Kids

In the event of a problem, please go through the following steps on the next page in a courteous and calm manner.

The school is committed to resolving complaints at the local level in an open, responsive and timely manner. Procedural fairness, objectivity and fairness are always at the forefront of our response.

ROLES AND RESPONSIBILITIES

THE SCHOOL:

- Will support parties involved in complaint resolutions and resolve the matter effectively.
- Act with integrity and in a courteous manner.
- Ensure complaints are responded to in a fair and consistent manner.
- The school will notify you within 48 hours acknowledging receipt of your complaint.

FAMILIES AND COMMUNITY MEMBERS:

- Will report complaints in a courteous, respectful manner in writing or email.
- Will attend meetings to resolve complaints in a courteous, respectful and fair manner.
- **Please document your complaint in writing including information about the issues you have with supporting evidence.**



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.**
 - 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 Leadership Team.
 - Restate what the issue is.
 - The Leadership Team member, 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, honest and remain confidential.**

If not resolved then:
- 2. Document your complaint in writing, email it to dl.1539.info@schools.sa.edu.au**

If not resolved then:
- 3. Speak to the Leadership Team by appointment:**
 - Contact the school to make a mutually convenient time to meet with a member of the Leadership Team. Phone: 8391 1197.
 - **Be fair, listen calmly & attend a meeting to resolve the issue effectively.**

If not resolved then:
- 4. Seek advice from the Education Director at the Hills Education Office:**
 - Contact the *Education Director* Nanette Van Ruiten Phone: 8391 4705.

If not resolved then:
- 5. Seek advice from DECD Complaints Unit:**
 - If the complaint cannot be resolved as a result of the parent, school and Hills Education 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 –5 before proceeding to any other step.**

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.
