



Parent Complaint Management Policy & Procedure

At Morgan Primary School we welcome contact from parents and promote open and honest communication. It is often that contact which provides the school with information for change and improvement. We hope that you feel that you are able to approach us about any areas of concern. We also hope that you raise issues as soon as they arise rather than letting them build up.

Step 1
Identify the concern

Your concern may be about:

- classroom issues
- yard issues
- school policies
- student learning
- reporting student learning
- another school related issue.

Step 2
Decide who you should speak to.

The procedures to be followed:

In the first instance talk to the person who knows about the situation

Step 3
Organise a time to meet.

- The class teacher – The teacher will meet within 5 working days, listen and document concern, discuss course of action and outcomes to resolve the concern and follow up later with the parent to ensure outcome satisfaction.

Step 4
Issue not resolved. Talk to the Principal.

- The Principal – The Principal will acknowledge receipt of your written complaint within 5 working days. The Principal will collect information from parties involved and then meet with you. Outcomes will be communicated to all parties, in writing, within 15 days of receipt of the complaint.

Step 5
Issue still not resolved, contact Education Complaint Unit
1800 677 435

It always helps the situation if you are calm and honest in your approach. You should not approach other children directly. There are times, when for a variety of reasons, you may feel that you are unable to talk to the person described as the first point of call. If this is the case, let the Principal know. Where possible it is best to speak directly with the person concerned.

Your concern deserves time in order to be resolved. Let the person know about your concern with a note or telephone call. This means that they will be prepared and have all the necessary information. A time can then be made that suits you both. If, together, you are not able to sort out the problem, let the person know that you intend to speak to someone else.

Step 6
Independent Advice
SA Ombudsman

Arrange a time to speak to the Principal providing information that will make the meeting as useful as possible.

If you still feel the issue has not been resolved, contact the Education Complaint Unit where support, advice and a review will be undertaken.