KELLER ROAD SCHOOL

PARENT COMPLAINT POLICY and GRIEVANCE PROCEDURES

RATIONALE
The staff and parents of Keller Road Primary School are committed to providing the best possible learning environment and outcomes for our children. For this to occur it is imperative that positive working relationships exist between all school community members. Clear lines of communication including a defined process for dealing with issues of concern contribute to this partnership. It is important that we work together through issues of concerns using positive and constructive processes.

GUIDING PRINCIPLES & VALUES
Our school values of Respect, Knowledge and Success are at the core of this policy as well as our commitment of ‘Valuing Learning Together’. Underpin all that we do. Therefore;
- Safety and wellbeing of students is our foremost priority.
- Everyone has a right to a safe and respectful learning environment.
- Parents and carers have a right to raise concerns and can expect these to be considered in a confidential, timely and impartial manner.
- We endeavour to resolve all issues at the school level in the first instance.
- Meetings to discuss issues and concerns will be suspended if any persons behave in an offensive or threatening manner.
- Staff and parents / carers concerned have a responsibility to enact any changes, recommendations or agreements in a positive way to enhance the learning environment.

CONFIDENTIALITY
Confidentiality will be maintained at all times. It is essential that all parties involved respect this right and ensure that information remains only with those directly involved with the issue.

TRUST
A trusting relationship in which information is shared with integrity and respect will assist in the resolution of issues.

<table>
<thead>
<tr>
<th>STUDENT RESPONSIBILITIES</th>
<th>PARENT RESPONSIBILITIES</th>
<th>STAFF RESPONSIBILITIES</th>
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<tbody>
<tr>
<td>Steps:</td>
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<td>1. Think about a way to resolve the problem.</td>
<td>1. Please arrange a time to meet with the appropriate staff member. It is inappropriate to enter school classrooms or offices about a grievance expecting to speak to staff without prior arrangement.</td>
<td>1. Arrange a time to speak to the person concerned.</td>
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<td>2. Talk to the person about the problem.</td>
<td>2. Let the staff member know what you consider to be unjust or unfair action. Be prepared to engage in a calm and open dialogue about the issue. Otherwise the discussion may be left for another time.</td>
<td>2. Allow reasonable time for the issue to be addressed.</td>
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| 3. Talk to a teacher, SSO CPW, Deputy or Principal about the problem at an appropriate time. | 3. Allow a reasonable timeframe for the issue to be addressed. | 3. If the grievance is not addressed speak to –
| 4. If you feel uncomfortable, speak to a trusted adult who you feel comfortable with (someone on your network). | 4. If the grievance is not sorted arrange a time to speak with Principal: Ms Susan Podger or Deputy: Mrs Jules Davis | • your principal
• a nominated grievance contact person /OH&S rep /Union rep. /Peer advocate
(Ask their support in addressing the grievance by speaking to the person involved on your behalf and/or acting as a mediator in a meeting.) |
| 5. If the problem is not resolved speak to your parents or caregiver. | 5. If the issue is still unresolved, please arrange a time to discuss it with the Educational Director – Mr David O’Brien: | 4. If the issue is still unresolved arrange a time to speak to the Educational Director. |
| 6. If the problem is still not resolved keep asking a trusted adult for help. | | 5. Confidentiality needs to be maintained at all times. |
| 7. When sorting out a problem you must keep the information to yourself. | | |

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