



Mainstream and Steiner Education

Two streams – one river

Parent Complaint Policy

Good relationships between Basket Range Primary School and its community give our students a greater chance at success. Two-way communication is vital. It is however only natural that from time to time parents and students will have concerns about what happens at school. It is important that these concerns are addressed as early as possible to avoid escalation. When this happens the school needs to know the correct way to satisfactorily have concerns heard and acted upon.

Your concerns may relate to staff performance, student performance, a particular incident or school policy. It is important that these concerns are kept confidential and although at times you may wish to seek support from friends or an advocate, it is important to do so wisely. When the matter is discussed in the student's hearing, it is important that the student understands that you have confidence that the issue will be resolved confidentially at school level. Criticism of the school or teacher does not support the child's education as it undermines trust and confidence. Children deserve to be successful. We can assist this by:

- Working together in a positive and caring way
- Acknowledge that everyone is doing their best
- Understanding that if we're not part of the solution we can be part of the problem
- Everyone contributing to a safe, secure, harassment free environment for all members of the school community.

Concerns initially need to be discussed with the relevant person. The usual procedure to be followed is:

1. **Talk to us**

Arrange to talk to the person who knows most about the situation:

- The classroom teacher
- The yard duty teacher
- The Principal

Your concern deserves time in order to be resolved. Please inform the person about your concern with a note or telephone call. This enables them to be prepared and have all of the necessary information. A mutually convenient time can then be set up.

If, together, you are not able to resolve the problem let the person know that you intend to speak to someone else. Arrange a time to speak to the Principal providing information which will enable the meeting to be as productive as possible.

2. **Contact the Regional Office**

If you still have concerns you may contact the Regional Office—DECD Adelaide Hills Region (08) 8391 4705

3. **Contact the DECD Parent Complaint Unit**

In the unlikely event that the matter has not been addressed to your satisfaction you may wish to contact the DECD Parent Complaint Unit: www.decd.sa.gov.au/parentcomplaint or via email DECD.parentcomplaint@sa.gov.au There is also a Freecall number 1800 677 435

You are able to contact the DECD Complaint Unit at any time to talk through your concerns.

Please ask at the front office for a copy of our 'Parent Guide to Raising a Concern or Complaint' brochure or you can download one from our school website: <http://www.basketrangeps.sa.edu.au>

Steps explaining how complaints should be made are given in the brochure. Use this guide to help you think through what you are concerned about and how to resolve the matter respectfully and effectively. Our aim is always to come to a mutually acceptable and amicable agreement between those concerned, with the welfare of the student uppermost.

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