



# PARA HILLS SCHOOL P-7

PO Box 240 Para Hills 5096  
Frances Ave, Para Hills 5096  
Telephone 82642033  
Fax 83961934  
Email: dl.0935\_info@schools.sa.edu.au

*Respect Commitment Honesty*

## Para Hills Preschool Grievance Procedures Policy

### Rationale

At Para Hills Preschool we are committed to maintaining good relationships and working together with families to meet the educational, social and emotional needs of all children. This is fostered by trust and respect, open and effective communication and common goals. Occasionally issues and concerns may arise regarding the preschool's policies and practices, learning environment, or about and between children.

### In the event of a grievance or concern:

- address the issue sooner rather than later
- clearly state concerns giving examples where appropriate
- attempt to resolve the issue to meet the needs of those concerned
- 

### All parties concerned will

- listen with an open mind and seek to understand the concerns and point of view of others
- communicate in a clear, sensitive and objective manner
- maintain confidentiality
- treat each other respectfully
- investigate any relevant issues carefully
- make a commitment to respectfully and fairly resolve any problems in respect to all parties concerned
- set timelines, for actions and reviews

### Parents/ Caregivers with a grievance or concern should:

1. Arrange a time (make an appointment) to speak to the relevant teacher(s) about the problem/situation.
2. Inform the teacher of what you consider to be the issue. You may raise a concern or complaint verbally or in writing.
3. Allow a reasonable, mutually agreed time frame for the issues to be addressed.
4. If you feel that the grievance has not been addressed or resolved, arrange a time to speak to the Principal.
5. If you are still dissatisfied with the outcome: - DECD (Department of Education and Child Development) Parent Complaints Policy and associated procedure have been developed to provide parents and school leaders with a Policy Framework. This is supported by detailed procedural information for managing concerns and complaints made by parents or caregivers of children and young people attending DECD preschools and schools.

This Policy and Procedure can be found at: <http://www.decd.sa.gov.au/policy/pages/OSPP/policyindex>

### Parent Complaint Unit

To further support the resolution of concerns and complaints, the department has also established a Parent Complaint Unit which can help you

- with advice and support to parents/caregivers regarding their concern of complaint
  - undertake objective and impartial reviews of complaints that have not been resolved at the local or regional level
- Parents/Caregivers may call DECD Parent Complaint Unit hotline any time on 1800 677 435 for information, advice and support. The Unit may also be contacted by email at [DECD.parentcomplaint@sa.gov.au](mailto:DECD.parentcomplaint@sa.gov.au) Parties involved in a complaint can expect that they will be supported by the department throughout the complaint management process. All parties involved in the complaint management process can bring a support person to any of the meetings held in relation to the complaint.

*( This policy complements the DECD guidelines and Para Hills School P-7 Grievance Procedures policy)*

Review date March 2018



**Government of South Australia**  
Department for Education and  
Child Development