

Pt Augusta Special School Concerns/Complaints Procedure

CONCERNS/COMPLAINTS PROCEDURE for Parents/Carers

We believe that good relationships between the school and its community give children a greater chance of success. In many cases concerns/complaints can be avoided by honest and open communication i.e. dealing with issues as soon as they arise.

However, it is only natural that from time to time concerns/complaints can arise.

Principles of our policy

- Everyone should be treated with courtesy and respect
- Meetings or phone calls to discuss concerns/complaints will be suspended if any person behaves in an insulting or offensive manner.

Steps to address a Concern/Complaint

1. Arrange a time to speak to the person/ people about the problem, with support, if needed, by either party.
2. **Please do not** enter school classrooms or offices to discuss a concern/complaint without prior arrangement.
3. At the meeting let the person/people know what you consider to be unjust or unfair action.
4. Allow reasonable time for the issue to be addressed and / or a notification of an outcome.
5. If you are not satisfied with the way the concern/complaint has been addressed arrange a time to speak to the principal.
6. If you are still unhappy, please contact DECD via the contacts listed below.

Note: Parents / Caregivers with a complaint about School Policy should:

- Arrange a meeting with the Principal to discuss the concern
- Allow a reasonable time frame for the issue to be addressed
- If you are not satisfied with the way the concern/complaint has been addressed, please contact DECD via the contacts listed below

The school will treat all concerns/complaints with the utmost confidentiality and the process will be more likely to succeed if strict confidentiality is maintained by all involved.

Parents/carers can also

- visit the department's website at: www.decd.sa.gov.au/parentcomplaint
- email - DECD.educationcomplaint@sa.gov.au
- use the Freecall number: 1800 677 435.

Endorsed:



Chair,
PASpS Governing Council



Rob Harkin
Education Director
Port Augusta/Quorn Partnership

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