



# Hewett Primary School Parent Complaint Procedures

At Hewett Primary School we aim for a positive and supportive working environment for all members of our school community. We respect the rights of members of our school community to make a complaint and manage grievances in a respectful, confidential, impartial and timely manner that reflect the principles of natural justice and procedural fairness.

All grievances that may occur should be raised directly with the school through the class teachers or leadership team in a **responsible and constructive manner**. Please consider the following when you have a grievance:

- Grievances are to be kept **confidential**.
- There needs to be **mutual respect** between all parties – respect by parents for teachers/staff as professionals, their experience and their expertise; respect by teachers/staff for parents' special relationship with their child.
- All input/contributions are to be listened to respectfully and attentively by others in the process.
- It is vital for the sake of the students and the school that **teachers are not criticised in students' hearing** or in public areas. Criticism of the school, teacher or staff member does not support the child's education as it undermines trust and confidence.
- If the grievance concerns another child or parent it is **never appropriate to approach the child** or attempt to resolve the issue in front of other students or parents.
- Be prepared to **talk specifics**. Bring along notes you have, documenting when, what, why, who, when, where and how the incident/issue has occurred.
- Think carefully about the **outcome you want to achieve** – with respect to yourself and your child, the teacher, and the school.
- Parents can use an advocate to assist them in raising an issue. At any stage of the process a parent may contact the Parent Complaint Unit for support and advice. A free call hotline has been established for parents on 1800 677 435. Contact can also be made by email at [Education.EducationComplaint@sa.gov.au](mailto:Education.EducationComplaint@sa.gov.au)
- It is important to **remember** that the grievance process will not necessarily result in a change to, or reversal of a decision or action. Sometimes the only achievable outcome may be an apology, an understanding to follow or improve guidelines or procedures in the future.

The DECD parent complaint process indicates that a child's school should be the first point of contact for parents and then the Parent Complaint Unit if the complaint cannot be resolved at the local level.

### **Grievances covered by this policy:**

- ⇒ The type, level or quality of services
- ⇒ The behaviour and decisions of staff.
- ⇒ A policy, procedure or practice.

### **Grievances not covered:**

- ⇒ Appeals about student suspension or expulsion
- ⇒ Mandatory reporting responsibilities



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