



GLENELG PRIMARY SCHOOL
Diagonal Road, Glenelg East, 5045



Government of South Australia
Department for Education

ADDRESSING IDEAS, ISSUES AND CONCERNS

Have you got a problem?

Your ideas/concerns may relate to staff/student relationships, classroom or yard issues, behaviour, school policies, grounds, curriculum etc. Any issues with regard to your child's schooling are of concern to us. We believe that it is important for concerns to be kept confidential so that they are better able to be resolved. All issues are best dealt with in a calm and friendly manner as soon as they arise.

The following guidelines may assist if you have a concern.

1. Contact the most relevant person, ie the class teacher for classroom issues, the principal or deputy for school issues. (Making an appointment ensures the most productive use of time available).
2. Let the person know what the issue is that you wish to discuss so that they are better able to provide you with accurate information. If you feel the issue raised is unresolved at the end of the meeting, it is important that you state this.
3. If the issue is not resolved, make an appointment with the principal or deputy principal. Let them know the issue that you wish to discuss as this will help them to prepare for the meeting.
4. Meet with the principal or deputy. The meeting may result in any of the following:
 - the situation is followed up
 - further discussions with the people involved
 - outside support for the child/school or family may be sought
 - the issue is resolved
5. If at any stage of the process there is value in organising a follow-up meeting to share successes or ongoing concerns we urge you to do so. If the school does not receive further information, it is reasonable to assume the issue has been resolved.
6. If after steps 1-4 you are still dissatisfied, approach the Education Director at the Flinders Park Office who will try to assist you to resolve the issue. The expectation of the Education Director will be that the above steps have been followed. The Education Director will contact the school and assist with negotiations between yourself and the school.

◆ **Education Directors are also keen to hear about our successes!**

Steps to take if you have a complaint...

Step 1: Talk to the school, preschool or other early childhood service first

We try to resolve concerns or complaints at the local level wherever possible. The care worker, teacher or staff member involved should always be your first point of contact. Make a time to talk to them to discuss your concerns, either in person or over the phone. You may want to put your concerns in a letter or email.

If your concern is about the staff member, then you may wish to contact the site leader. This will be the director in early childhood services, or the principal in schools. The leader will look into your concerns and get back to you. They will work with you and the staff member to resolve the issue.

Most complaints are resolved quickly, often within days. The local site leader will aim to resolve your complaint within four weeks, although complex and contentious matters may take longer. If this is the case we will advise you.

Step 2: Central resolution

If you are not satisfied that your complaint has been resolved at the local level, you may choose to seek support from our complaints resolution services:

Complaints about education and early childhood services
Education Complaint Unit
Phone: 1800 677 435
Email: DECD.EducationComplaint@sa.gov.au

We can help you by:

- providing advice and support about the issues behind the complaint
- advocating with local sites to ensure all options for resolution have been explored
- objectively reviewing complaints that have not been resolved at the local level, including through a formal review.

Step 3: Other ways to resolve your issue

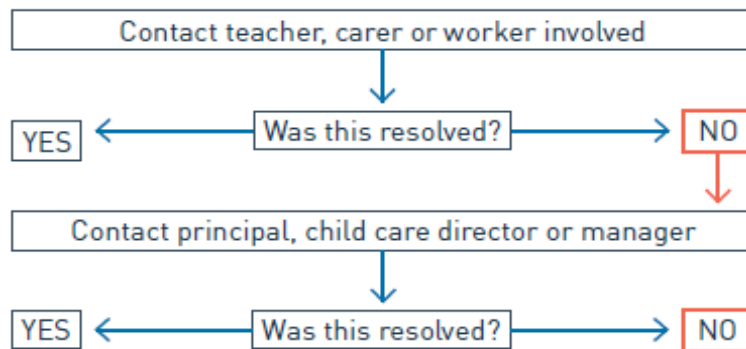
If we can't resolve your issue through the previous steps, you may choose to seek independent advice and review by an external agency. The circumstances of your complaint will influence whether this option is available.

External agency contact point:

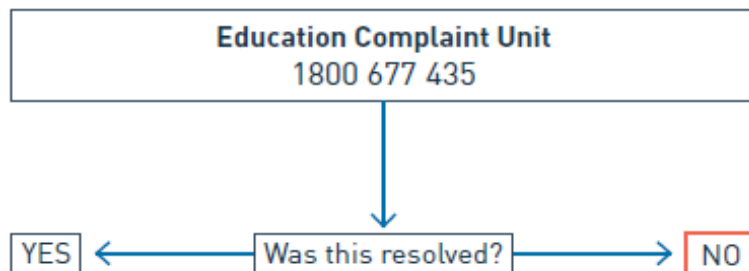
SA Ombudsman
Toll free: 1800 182 150
Phone: 8226 8699
Email: ombudsman@ombudsman.sa.gov.au
www.ombudsman.sa.gov.au

Depending on the nature of the matter, the Office of the Ombudsman will usually ask if you have taken your complaint to the school or to the DECD Education Complaint Unit before approaching the Ombudsman.

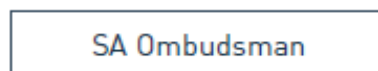
STEP 1: Local resolution



STEP 2: Central resolution



STEP 3: External resolution



Please remember, we cannot solve a problem that we do not know about.

Telephone: 8295 3943 Fax: 8295 2390

Email: dl.1017.info@schools.sa.edu.au

Web: <https://www.glenelgps.sa.edu.au/>