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Got a Grievance? Here's what to do.

What steps should parents and caregivers take if they have a grievance, or are dissatisfied about something that happens at school?

How will the school deal with the matter?

What should I do if I am still dissatisfied?

If the matter concerns your child's class and something that happens in the classroom or school yard, your first step should be to approach the class teacher. Ask to meet at a mutually convenient time to discuss the issue. Usually by sitting down and discussing the issues or concerns, resolutions are reached.

Occasionally there are some issues that need further time. You could ask for the Principal or Senior Leader or Student Counsellor to join the discussion, and arrange to meet with them to help resolve the issue. Sometimes people feel comfortable if a partner or friend attends the meeting too. This is a great idea. Remember, we want you and your family to be happy and settled in our school. Your child's learning and well-being is our concern too, and we will work with you to ensure things are right. By listening to your concerns and joining in respectful conversation, the majority of grievances are resolved satisfactorily for all.

If you are still unhappy, contact the Education Office that services our school at Flinders Park. The Education Director is Deb Graham. Phone 8416 7333. Parents and Care givers may also contact the DECD Parent Complaint Unit. The details can be found on the DECD website: www.decd.sa.gov.au.

If the matter concerns broader school policy, the school council may be an appropriate forum to raise your concern. Contact one of the parent representatives, or write to the school council or make an appointment to see the Principal or Senior Leader or Student Counsellor.

If your child is in conflict with another child, do not approach that child or their parent yourself. Contact the class teacher, or the Principal or Senior Leader or Student Counsellor and let them know what has happened.

If you have a dispute or disagreement with another member of the community, attempt to resolve it outside of school, without involving your children, or ask school leadership staff to intervene on your behalf.
