



## **Parent Grievance Procedures**

At Golden Grove Primary School our mantra is “Be Fair To Yourself and Others”. This means that we want to promote a culture that is conducive to emotional wellbeing for all members of the school community.

### **Responsibilities**

All personal matters such as concerns regarding student, parent/caregiver or staff relationships should be raised directly with the school initially through the class teachers and then the leadership team.

It is expected that matters of concern are raised in ways that preserve good working relationships between the staff and the parents.

General school matters such as details of school activities or School or Departmental policies are most appropriately raised with the Principal, Assistant Principals, PSW, Teacher / Staff member, or Governing Council members.

### **Parents can:**

- Make an appointment to meet with the class teacher. If an issue is still unresolved it is important that the parent states this to the teacher at the conclusion of the meeting.
- If the issue is unresolved, an appointment can be made to meet with a member of the leadership team.

### **Results of this meeting may include the following:**

- An agreed course of action which is documented and monitored
- Further discussions with the people involved
- Outside support for the child, school or family may be sought

If a parent is still dissatisfied with the outcome of the meeting, they may wish to phone or write to the Principal again to air their concerns.

If the school does not receive further information within the next week, it is reasonable for the issue to be considered resolved.

After working through the above and the matter is still not resolved then the issue can be referred to the Regional office where your complaint will be reviewed.

Parents can also call the Parent Complaint Unit hotline at any stage on 1800 677 435 for information, advice and support.

### **Implicit agreements**

It is important that these grievances are kept CONFIDENTIAL.

Parents may wish to seek support from friends or an advocate.

When the matter is discussed in the student’s hearing, it is important that the student understands that the parent has confidence that the issue will be resolved confidentially at school level.

Criticism of the school, teacher or staff member eg: via Social Media, does not support the child’s education.

The school can only deal with issues that are raised in the ways outlined above.