



Fisk Street Primary School

Pattinson Close, Whyalla Norrie, SA 5608
Phone: (08) 8645 8842 Fax: (08) 8645 0788



FISK STREET PRIMARY SCHOOL

PARENT/CAREGIVER GRIEVANCE PROCEDURE POLICY

Fisk Street Primary School ensures close relationships are maintained within the school community. This is done by high levels of communication and strong emphasis on positive outcomes for all situations and parties. Close relationships with parents and caregivers helps benefit student success in education and life both at school and at home. However, in the event of a parent/caregiver grievance with the school the following steps should be taken to deal with and rectify the situation.

1. Arrange a meeting time to speak to the relevant teacher(s) about the problem.
2. Let the teacher know what you consider to be the issue and the issue will be solved as soon as possible.
- 3a. If the grievance is not resolved arrange a meeting time with front office staff to speak with the Principal and/or Counsellor about the concern. Once the meeting has taken place the issue will be solved as soon as possible.
- 3b. If the grievance is not resolved write a letter to the Principal stating the issue to be addressed and the issue will be addressed and responded to in writing as soon as possible.
4. If you remain unhappy with the response from the school, please contact the Education Complaint Unit on 1800 677 435.

Please note:

- Do not enter school classrooms or offices about a grievance without prior arrangement.
- Do not speak to other children about grievances.
- Maintain confidentiality.
- Treat other parties with respect and courtesy.
- Raise the concern as soon as possible and provide factual information about the issue.

For further information please refer to DECD documents: *'Responding to concerns and complaint from parents and caregivers'* and *'Education complaint policy'*.

Please note: Issues/Grievances could take up to 15 working days to resolve.