



# Pooraka Primary School Parent Complaint Policy

Pooraka Primary School has a strong commitment to address any complaints or concerns raised by any parents and/or family members in a sensitive, timely and confidential manner.

Our school community acknowledges that, if left unresolved, complaints and concerns may have a negative impact on individuals and/or the teaching and learning at Pooraka Primary School.

For a parent or family member the complaint or concern may be with -

- any school staff member
- another student or family
- a particular school policy or process

The following steps provide parents and family members with a pathway to ensure that the complaint or concern is addressed and resolved in a timely way with the most appropriate staff.

## **Step 1 - Contact the school**

### **Classroom Issue**

With a classroom matter the **first** person to speak to is the **class teacher** by making an appointment or leaving a message for the teacher to return the call.

If the matter is not resolved to your satisfaction please contact the **Principal, Deputy Principal or Counsellor** and make an appointment to further discuss the issue.

### **School Wide Issue**

If the complaint or concern is more a school wide matter including issues about a school policy, procedure or learning program make a time to meet with the **Principal, Deputy Principal or Counsellor**.

If the matter is not resolved to your satisfaction then move to Step 2.

## **Step 2 - Contact the Northern Adelaide Regional Office**

Please call—The Northern Adelaide Region on— **82568111**.

Regional Office staff will work with all parties towards a positive resolution.

They will determine the appropriate person to deal with the complaint or refer the matter back to the school if it has not already been raised there.

If the matter is not resolved to your satisfaction then move to Step 3.

### **Step 3 - Contact the Parent Complaint Unit**

The parent complaint unit will assist all parties to work towards a resolution. Parents will need to submit their complaint in writing to:

**Manager, Parent Complaint Unit**

**Level 6**

**31 Flinders Street**

**Adelaide SA 5000**

**Or email - [DECD.parentcomplaint@sa.gov.au](mailto:DECD.parentcomplaint@sa.gov.au)**

If the complaint or concern involves another member of the school community it is very important that families contact the **Principal** immediately and under no circumstances approach other children or family members.

A brochure is available from the front office that gives more detail about the Department of Education and Child Development Parent Concerns and Complaints Policy and Procedures.

At Pooraka Primary School.....

**Everyone has the right to feel safe.  
Everyone has the right to be treated with respect**