

Feedback & Grievance Procedures

Date: December 2021
Evaluation and Review: 2023

Our school is committed to a supportive learning environment in which parents and carers and teachers work together harmoniously.

On occasion parents and carers or school staff may have concerns about particular aspects of school, classroom, yard, or behaviour expectations. With this in mind, procedures have been developed that outline the process for resolving issues in a positive manner. Quality resolutions can be achieved through communication that reflects the school values of care, respect, honesty and courage. Confidentiality is to be maintained at all times throughout the resolution process.

Depending on the nature of a parent/carer, staff or student concern, there are different ways of addressing them. Who manages the concern is determined by who has the legislative authority and responsibility.

The *Feedback and Grievance Procedure* explains the different grievance procedures and provides direction on who is best placed to address the different types of concerns.

CLARIFYING ROLES AND RESPONSIBILITIES

Governing Council and the Principal have shared responsibilities, but the day-to-day involvement is different.

The roles and responsibilities are detailed on the [Department's website](#) and a comparison of different responsibilities is provided below:

| Area of Responsibility | Principal | Governing Council |
|--|---|---|
| Curriculum | Lead the development of teaching and learning programs and set up timetables and teacher/class allocations. | Provide advice to the Principal to make sure the curriculum offered meets local community needs. For example, a specialist program. |
| Student Achievement | Monitor individual student achievement against the department's standards. | n/a |
| Student Management | Manage all areas of student wellbeing and discipline. | Consult with the site's community (through Education sub-committee) to assist when policies are made or reviewed. |
| Staff Management (Department staff) | Manage all department staff. For example, teaching performance, discipline and complaints. | n/a |
| Staff Management (employed by Governing Council i.e. OSHC staff) | Day-to-day management of staff employed by the Governing Council, including performance management. Performance management covers dealing with allegations of misconduct or negligence. | Overall responsibility and management of staff employed by Governing Council. |
| Staff Employment | Employ the department's teaching and non-teaching staff. | Employ OSHC staff. |
| | n/a | Take part in an interview panel to employ the site's principal or director. |

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|----------------------|---|---|
| Big picture planning | Carry out the initiatives and work towards achieving the goals in the site improvement plan. | Work on the site improvement plan and set strategic directions. |
| Finance | Prepare and supply financial reports to the Governing council via the Finance Advisory Committee. | Review, approve and keep a check on the site budget. |
| Reporting | Draft the annual report and share the information. | Endorse the annual report and report to the site's community – and the minister – at least once a year. |

Noting – the governing council has legislated limitations, and they cannot:

- give direction to the principal, or any other member of staff, other than an employee of governing council, about the way a person carries out their duties
- interfere with the day to day operations of the school or administer discipline
- investigate a complaint into the principal or a staff member of the school.

Occasionally the governing council may receive a complaint against the principal or another member of the school staff (other than a governing council employee).

Complaints against the principal are required to be passed on without comment to the local Education Director, who is a delegate of the Chief Executive for this purpose, and a complaint against any other member of the school staff is required to be passed on without comment to the principal of the school (for example, if it is an email complaint, please pass it on as it has been received without further interpretation or comment).

After making a complaint against a member of school staff, the principal may provide the parent/carer with an opportunity to express their concern, explain their point of view and clarify misunderstandings. The principal will advise the parent/carer making the complaint (or in the case of the parent/carer wishing to remain anonymous, will inform the governing council member bringing forward the complaint on their behalf) of the likely timeline to resolve the issue and possible next steps.

A complaint against the principal or a school staff member must not be debated by the council.

GOVERNING COUNCIL ISSUE/CONCERN – PROCESS FOR PARENTS & CARERS

If parents and carers have concerns or issues about governing council process (or business within the scope of council business), they can approach the council about this at governing.council@roseparkps.com.au. In most instances, parent and carer concerns sit outside of governing council powers and functions and should be referred to the principal for actioning. Governing council information is available on the Rose Park Primary School's website (Home>Parents>Governing Council).

PRINCIPAL (SCHOOL MANAGED) ISSUE/CONCERN – PROCESS FOR PARENTS & CARERS

For all issues/concerns regarding your child, we recommend in the first instance going directly to the teacher. The recommended steps for this process are outlined below.

Alternatively, parents and carers can ask to meet with a member of leadership to discuss their concerns if they believe it to be a more appropriate pathway to resolving a grievance.

If you regard the issue as serious, particularly if it relates to a students' safety, contact the school for an appointment with a member of the leadership team.

Leadership can be contacted indirectly via the school's email (dl.0169.info@schools.sa.edu.au), or directly via their personal work emails found at (Our School>Our Staff>Leadership) section of the RPPS website, or via the school's front office phone number, 08 8331 7521.

Step 1

- Contact the teacher/staff member involved and arrange an appointment so that you can discuss the matter without distractions

If you can't speak directly to the staff member, phone the school office. The office staff will arrange for the staff member to contact you as soon as possible.



Teachers will respond within 48 hours to establish a meeting time.

- Meet with the staff member and discuss your concern. Respectful, quiet discussion, without accusation and blame enables points of view to be discussed and resolutions made

Step 2

- If you believe the issue you have raised has not been resolved, make an appointment with the Principal, Deputy Principal (IB/Curriculum) or Senior Leader (Wellbeing and Student Services). When making a request for a meeting it is important to provide details of the issue/concern (subject) for which you would like to meet. This will help with the problem-solving process. An appointment will be made within 5 working days.

Step 3

- Attend your scheduled appointment. You may wish to bring a support person with you to the meeting. The school will aim to resolve your concern or complaint as soon as possible.

Step 4

- If you are still dissatisfied with the outcome of your complaint and you believe all internal avenues have been exhausted, you can refer your feedback or complaint to the Department for Education's [Education Complaint Unit](#).

The Education Complaints Unit phone number is 1800 677 435 (standard call rates apply for calls from mobile phones). The complaint unit will:

- assess your complaint
- decide what action is needed
- let you know what has been done and when you can expect to hear an outcome.

Will I be treated fairly?

You and your child will not be discriminated against if you make a complaint. All staff are bound by the *Code of Ethics for South Australian Public Sector* which requires staff to act impartially, fairly and equitably. You can ask for your identity to be kept confidential when making a complaint via RPPS's internal channels or with the Department for Education. However, keep in mind:

- This may limit options for investigating and negotiating a resolution
- this may limit the ability of staff to follow up with you about your concerns
- there are situations where staff have to disclose that you have made a complaint

Throughout this process it is important that students learn that the school and the family are working together in support of their learning and wellbeing.

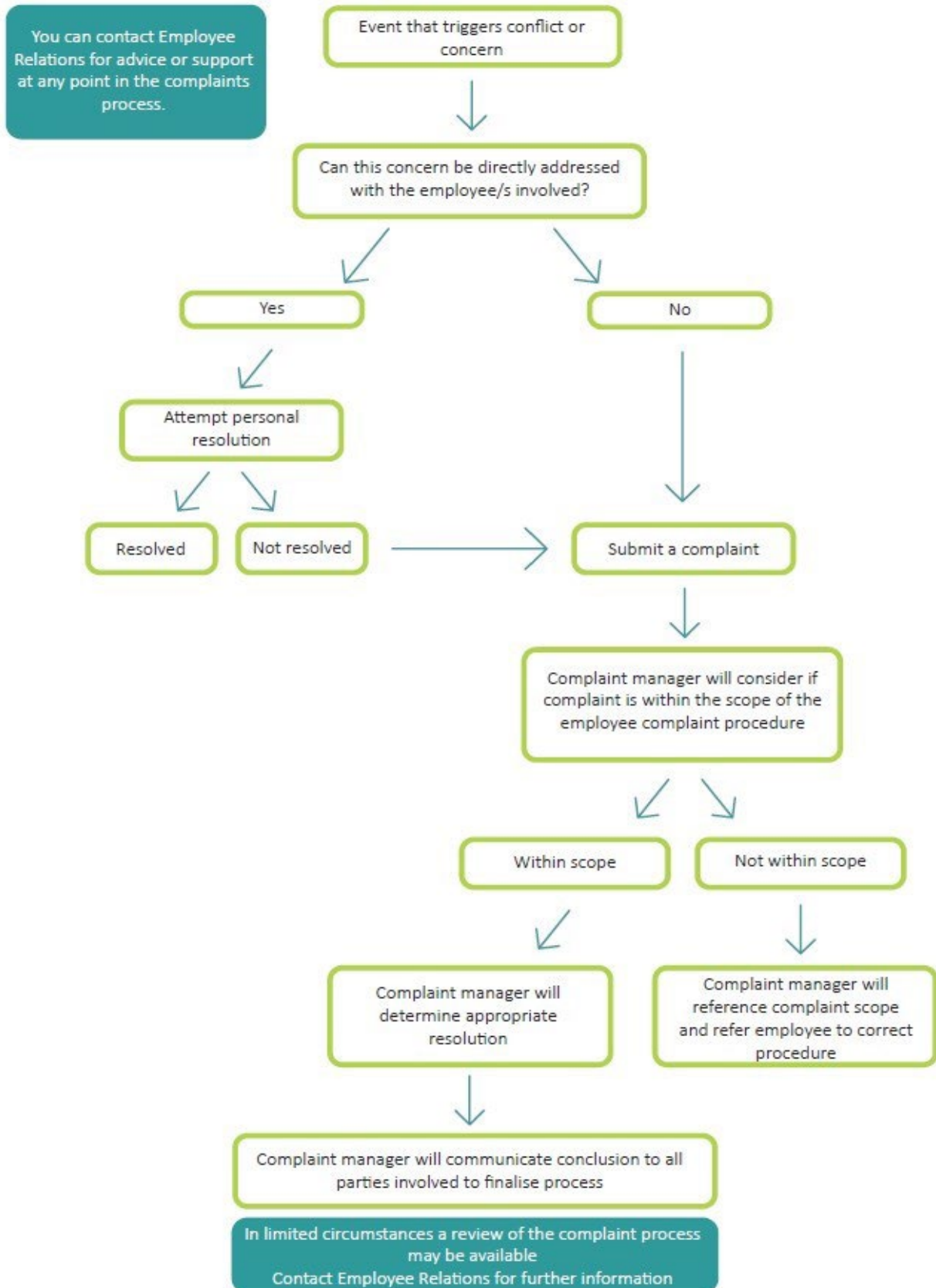
If your concern relates to any other school matters, please email the Principal.

PROCESS FOR STAFF

All staff employed by the Department for Education must ensure they follow the employee complaints procedures.

<https://edi.sa.edu.au/library/document-library/controlled-procedures/employee-complaints-procedure.pdf>

Employee Complaints procedure flowchart



Resolution Procedures for Students

How we seek help in the yard or classroom

1

Talk to the person and ask them to please stop.



2

Talk to a teacher



3

Talk to a member of leadership



4

Talk to your parents so they can talk to your teacher

