EAST TORRENS PRIMARY SCHOOL PARENT/CARER COMPLAINT PROCEDURES FLOWCHART

East Torrens Primary School

Government of South Australia
Department for Education and Child Development

A concern or complaint regarding service, teacher, programme, school practice or policy.

Arrange a time to speak to the relevant staff member about the concern or complaint. Please do not enter classrooms or office about a major grievance without prior arrangement.

Outline your concern and provide any supporting details and records. Outline what you would like to happen in response. Be prepared to listen to further information / details the staff member may have.

Allow up to five working days for the matter to be resolved or followed up.

Resolved

If the concern or complaint has not been resolved or the follow up is unsatisfactory.

Arrange a time to speak to the relevant school leader eg Principal, Deputy Principal or Assistant Principal. An appointment can be made on 83371411.

Outline your concern and provide any supporting details and records. Discuss what has been attempted to already resolve the matter. Outline what you would like to happen in response.

Allow up to five working days for the matter to be resolved or followed up.

Resolved

If the concern or complaint is not addressed or the follow up is unsatisfactory or the concern or complaint is about the Principal.

Contact the Eastern Adelaide Assistant Regional Director on 8522 0913 and arrange a time to discuss the issue or address your concerns in writing to 5-11 Briars Rd, Felixstow. 5070.

If the complaint is still not resolved to a satisfactory standard, contact the Parent Complaint Unit on 1800 7677 435

Ratified by Governing Council Term 3 2012
Reviewed Annually Term 2

A parent may contact the **Parent Complaint Unit** on 1800 677 435 at any stage to discuss a concern or seek advice.