



Pipalyatjara Anangu School

"Working and Learning Together for a Strong Future"

Grievance Procedures

At Pipalyatjara Anangu School we support the right of any member of the school community to have issues and concerns addressed. A 'concern' is an important matter that a parent/ carer/family member brings to the attention of the school staff in an informal way to improve or change a situation. A 'complaint' is an expression of grievance or resentment where the parent/carer/family member is seeking redress or justice (adapted from Parent concerns and complaint procedures, DECD 2012).

The usual procedure to be followed in addressing a grievance is, in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, the following is a set of guidelines you may wish to consider.

When raising a concern staff, parents and students are expected to:

- treat each other with respect, courtesy and maintain confidentiality;
- raise the concern as soon as possible;
- provide complete and factual information;
- act in good faith to achieve an outcome acceptable to all parties;
- have realistic and reasonable expectations about the course of action required to resolve the concern.

| STUDENTS | PARENTS | STAFF |
|--|--|---|
| <ul style="list-style-type: none"> • arrange a time to speak to the person concerned • let the person know what you consider to be your concern • if the grievance is not addressed let the person know you will be speaking to someone else • arrange a time to speak to someone in the school leadership team e.g. Principal • discussing your concern with your parents is an important part of this process | <ul style="list-style-type: none"> • arrange a time to speak to the person concerned • let the person know what you consider to be your concern • if the grievance is not addressed let the person know you will be speaking to someone else • arrange a time to speak to someone in the school leadership team, e.g. Principal. Your concern will be resolved ideally within 15 days. • if you are still dissatisfied approach the Regional Director (83594626) who will try to assist you to resolve the situation. • if you are still dissatisfied you may wish to direct concerns to the DECD Parent Complaint Unit 1800 677 435 | <ul style="list-style-type: none"> • arrange a time to speak to the person concerned • if the grievance is not addressed speak to your line manager or trusted colleague and ask for their support in addressing the grievance by speaking to the person involved. • if the grievance has still not been resolved speak to someone in the leadership team. • if you are still dissatisfied approach the Regional Director (83594626) who will try to assist you to resolve the situation. |

In keeping with DECD requirements Pipalyatjara Anangu School has the following process for documenting and recording parent complaints and the action taken to resolve the complaint. In instances of the complaint being resolved over the phone or by frontline staff a record in the form of a brief note of the issue and the resolution will be kept in a confidential file in the Principal's office. When family make the complaint in person a similar note of the complaint and the resolution will be kept. In this way all concerns and complaints are recorded and may be monitored.

Key information recorded at school includes:

- contact details of parent
- the way the complaint was communicated to the school
- the nature of the complaint and the requested remedy
- the staff member responsible for managing the complaint
- practices or procedures relevant to the complaint
- actions taken, time taken and outcome
- recommendations for improvements to school policy, procedures or practices
- potential improvements that could be made to school policy, procedures or practices that would resolve the parent's complaint and prevent a recurrence of similar complaints

To this end the following template form will be used during 2013 and reviewed in 2014.

PROCEDURE FOR DEALING WITH COMPLAINTS

The Principal will, in the first instance gather information regarding a specific concern or complaint. In the interests of natural justice, any staff concerned will be interviewed and their points of view taken into consideration. Should there be grounds a more formal process may be undertaken by the Principal in regards to any serious breaches of DECD policy by a member of staff. Procedures for such actions are set out in DECD policies. If, in responding to the concern or complaint it becomes clear that the school needs to update or alter its policies to better support students a recommendation may be made to do so.

Parents will be kept updated of the Principal's actions and in any case will receive a response to their concern or complaint within 14 days.

CONFIDENTIAL FORM RE: PARENT COMPLAINT

Name of parent/carer/family: _____

Contact details: _____

Form of complaint (please circle): _____ in person written email

Nature of the complaint:

Remedy requested by family:

Staff managing the complaint: _____

Practices or procedures relevant to the complaint:

Actions taken, time taken and outcome:

Recommendations for potential improvements to school policy, procedures or practices:

Date: _____

Staff signature: _____