

Penola Primary Grievance Procedure

Good relationships between home and school give our children a better chance of success. Student learning is at the heart of everything we do.

Our learning, teaching and care programs are underpinned by our commitment to the following principles:

- A constant focus on quality and standards
- Partnerships
- Equity and access for all students
- Accountability

Sometimes we have issues with aspects of the schools operation, social issues concerning children and learning programmes. The process for addressing these concerns is shown on the flow chart.

The process for raising concerns

1. In the first, instance arrange to talk with the person who knows most about the situation. It will always help the discussion if you are calm and honest in your approach.

If you are an adult and your concern is with a student, you should not approach the student directly.

2. Your concern deserves time for a resolution to be reached. Let the person know your concern with a note or telephone call. Doing so, will allow the person to be prepared with the necessary information before the mutually agreed meeting time. If the issue cannot be resolved by working together, you need to involve someone else, such as the Principal or a member of the leadership team at an appropriate time.

3. If at the end of the meeting (s) the problem still exists, (or the concern is with the Principal) please contact the Regional Office. The Regional Office personnel will seek assurances that attempts have been made to sort out the issue, using the process described above, before assisting with the resolution of the matter.

4. If still not resolved, refer to the Parent Complaint Hotline: 1800 677 435

All issues of a personal matter should be dealt with in a confidential manner.

Sometimes people raising concerns may need to have an advocate as a support person. This is quite acceptable, especially if the other party is aware that an advocate or support person may assist you towards resolving the problem. It is critical that this person is chosen wisely to ensure confidentiality and constructive involvement.

Roles and Expectations

Parents and Students can expect:

- A safe and caring environment
- Broad, balanced and rigorous curriculum
- Information about all aspects of student education
- Information about school policies and procedures.
- Opportunities to put their view and express opinions
- To be treated fairly and equitably.
- Opportunities to be involved and to participate in activities in the school.
- Clear accessible communication channels.
- Confidentiality

The School Expects

- Support for school policies and procedures such as Behaviour Management, Sun Safe etc.
- Parents to treat staff with respect and listen to their point of view.
- Concerns will be raised at the school through the agreed channels.
- Confidentiality will be maintained.

Support Person Options

Staff members / Governing Council members / Parent Club Members / other people in whom you have confidence.

Contacts: **Penola Primary School**
87372300 or 0418 844 936 (Paul)
Regional Office Ph. 8724 5300

Governing Council Chairperson
Chris Brodie 0409 437 685