

Parent Guide to Raise a Concern or Complaint

At One Tree Hill Primary School and Preschool, we are committed to delivering high quality education and care. Working with you to resolve any concerns or complaints is a key part of how we will deliver on this commitment.

But we recognise that sometimes things go wrong and you may feel that your expectations for your child are not being met. If you have an unresolved complaint or concern, then you are encouraged to raise it. It is important to work together, talk, listen and find solutions so that we improve your child's experience and learning, and improve our services to the community.

While this guide aims to help you raise concerns, keep in mind that we also welcome your positive feedback and compliments, which can sometimes be overlooked in our busy lives.

Use this guide to help you think about what you are concerned about and how to resolve the matter respectfully and effectively.

Parent Guide to Raising Concerns

The school welcomes the airing of a grievance in a responsible and constructive manner. Please consider the following when you have a grievance:

- Grievances are to be kept confidential. At times you might want to seek support from friends to gauge their reaction, however it is important to do this privately and respectfully.
- There must be mutual respect between all parties – respect by parents for teachers/staff as professionals, their experience and their expertise; respect by teachers/staff for parents' special relationship with their child.
- It is vital for the sake of the students and the school that teachers are not criticised in students' hearing.
- All input/contributions are to be listened to respectfully and attentively by others in the process.
- Think carefully about the outcome you want to achieve – with respect to both yourself and the child, the teacher, and the school.

- Be prepared to talk specifics. Bring along notes you have documenting when, what, why, who, when, where and how the incidents/issues have occurred.
- Parents can use a support person to assist them in raising an issue. At any stage a parent may contact the Customer Feedback Unit to discuss a concern or seek advice (1800 677 435)
- It is important to remember that the grievance process will not necessarily result in a change to, or reversal of a decision or action. Sometimes the only achievable outcome may be an understanding to follow or improve guidelines or procedures in the future.
- If a concern has not been addressed or the follow-up is unsatisfactory, please refer to the step chart in this document as to your next step.
- Parent should never take it on themselves to approach children other than their own about school based issues.

The Grievance Process

1. Arrange a time to speak to the relevant staff member about the problem. Please make an appointment, so that the teacher can give you their full attention without interruption. This will also ensure confidentiality. Please do not just enter classroom.
2. Provide details about the concern and any documentation you may have, and outline what you would like to have happen in response.
3. Allow a reasonable timeframe for the issue to be addressed. We recommend up to five working days.
4. If the grievance is not addressed, contact the staff member again or arrange a time to speak with the principal or deputy. Call 82807027 to make an appointment and let them know the subject matter that is going to be raised.
5. Meet with the Principal or leadership; provide details and documentation, and outline what you would like to have happen in response.
 - This meeting could be followed up with a phone call at later times to monitor the situation.
 - It may result in further discussions with parents, class teacher, the Principal or leadership.
 - Outside support for the family or school may be invited eg. Guidance Officer, Behaviour Management.

If the grievance remains unaddressed or unresolved, please arrange a time to discuss the issue with the Customer Feedback Unit.

The Grievance Process Grievances covered by this policy include:

- The type, level or quality of service provided by the school.
- Decisions of staff.
- A policy, procedure or practice of the school.

Grievances NOT covered by this policy:

- Appeals about student suspension or expulsion.
- Mandatory reporting responsibilities.

Follow this step by step process of how to raise a concern

1. Concern or complaint regarding service, decisions of staff, procedure or practice.
2. Make an appointment to speak with staff member concerned.
3. Outline your concern and provide any supporting details and records. Outline what you would like to have happen in response.
4. Allow up to five working days for the matter to be resolved or followed up.
5. If concern is not addressed, consider contacting the staff member again.
6. Concern or complaint is not addressed or the follow up is unsatisfactory talk to the Principal or leadership by making an appointment through the front office on 82807027.
7. Outline your concern and provide supporting details and records. Outline what you would like to have happen in response.
8. Allow up to five working days for the matter to be resolved or followed up.
9. If concern is not addressed, consider contacting the Principal or leadership again.
10. Concern or complaint is not addressed or the follow up is unsatisfactory, or the concern or complaint is about the Principal or leadership. Please contact the customer feedback line [if you need help to make a complaint](#) for other support options or call the Customer Feedback Unit on 1800 677 435.

The policy is not applicable where a parent has employed a third party (e.g. legal representation); in this circumstance, the concern is referred to DfE Legislation and Legal Services Unit.