



## Raising a complaint at Morphett Vale Primary School and Preschool (Draft 2020)

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved complaint or want to provide feedback, we would like to hear from you. It's important to work together, talk, listen and find solutions in a courteous and respectful manner, so we can improve our services.

### Before making a complaint

Clearly identify issues and the resolution you are after provide complete and factual information cooperate with any requests for more information not include deliberately false or misleading information treat staff handling the complaint with courtesy and respect.

Types of concerns and complaints

You may choose to make a complaint if you believe that we have done something incorrect failed to do something we should have done acted unfairly or impolitely.

**If you have a grievance or concern, please follow the following steps:**

STUDENTS	PARENTS	STAFF	VOLUNTEERS & OUTSIDE PROVIDERS
<b>STEPS:-</b> <ol style="list-style-type: none"><li>1. Talk to the person about the problem.</li><li>2. Share your concern with a friend you trust</li><li>3. Talk to a Grievance Contact Person or another teacher /</li></ol>	<b>STEPS:-</b> <ol style="list-style-type: none"><li>1. Arrange a time to speak to the relevant teacher(s)/leader about the problem and complete the Grievance Report.</li><li>2. Please Do Not enter school classrooms or offices about a</li></ol>	<b>STEPS:-</b> <ol style="list-style-type: none"><li>1. Are encouraged to arrange a time to speak to the person concerned with a support person if needed and complete the Grievance Report.</li></ol>	<b>STEPS:-</b> <ol style="list-style-type: none"><li>1. Arrange a time to speak to the relevant person(s) about the problem and complete the Grievance Report.</li><li>2. Please Do Not enter school classrooms or offices about a major</li></ol>



<p>S.S.O. who you trust about the problem at an appropriate time.</p> <p>4. If issue unresolved speak to your parent(s) caregivers.</p> <p>5. Your parents will speak with the Principal</p>	<p>major grievance to see staff without an appointment.</p> <p>3. Let the teacher know what you consider to be unjust or unfair action.</p> <p>4. Allow reasonable timeframe for issue to be addressed.</p> <p>5. If the grievance is not addressed arrange a time to speak with the Principal.</p> <p>6. If you are still unhappy arrange a time to resolve the issue with the Education Director 8207 3700 or the Parent Complaint Hotline 1800 677 435</p>	<p>2. Allow reasonable time for issue to be addressed.</p> <p>3. If the grievance is not addressed, either speak to</p> <ul style="list-style-type: none"> <li>• your Line Manager</li> <li>• a nominated grievance contact person</li> <li>• WH&amp;S rep</li> <li>• Union rep.</li> <li>• And/or Complete an ED155</li> </ul> <p><i>(Ask their support in addressing the grievance by - speaking to the person involved on your behalf - acting as a mediator in a meeting)</i></p> <p>4. If you are unhappy arrange a time to speak to the Education Director.</p>	<p>grievance to see staff without an appointment.</p> <p>3. If the grievance is not resolved, arrange a time to speak with the line manager who oversees the area in which you volunteer or provide support in</p> <p>4. Allow reasonable timeframe for issue to be addressed.</p> <p>5. If the grievance is not resolved, arrange a time to speak with the Principal.</p> <p>6. If you are still unhappy, please arrange a time to resolve the issue with the Education Director.</p>
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**Your complaint or feedback may be about:**

The type, level or quality of service the behaviour and decisions of staff a policy, procedure or practice. Complaints and feedback may be about something we have to do because of state or federal law. We will talk to you and help you understand the requirements and why they exist.



Most complaints are resolved quickly, but some complex matters may take more time. We will advise you if this is the case.

If you're not satisfied that your complaint has been addressed at the local level, you can get help from our Customer Feedback Unit (CFU). Contact the CFU: online complaint form feedback and complaints about a school or preschool phone 1800 677 435 (toll free).

## Overview - steps for raising your complaint

