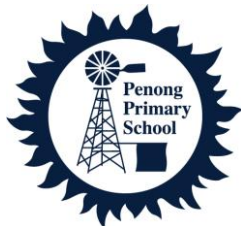




Government of South Australia
Department of Education and
Children's Services

Penong & Coorabie Districts School



"Learning Together"

Penong Primary School Coorabie Rural School
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PARENT GRIEVANCE PROCEDURES

At times parents may have concerns that they wish to take up with the school. The following procedures should assist parents in handling such concerns.

- 1 Raise the matter with the school via telephone, diary, communication book etc, remembering that you have one side of an issue, others will have another side.
- 2 Arrange to speak with the class teacher. Make an appointment so that the teacher will be free from classroom duties so that they can give you their full attention.
- 3 If the issue is not resolved, make an appointment to see the Principal. Let them know what is going to be raised as this can save time later.

After the meeting you may need to

- be prepared to monitor the situation with the follow up phone calls or meetings.
 - be available for further discussions with appropriate staff members.
 - consider involving the support of outside agencies such as a Guidance Officer or Social Worker.
- 4 If the matter is still unresolved contact the Principal or School Council. If we do not hear from you we will assume that the matter has been settled.
 - 5 Should you feel that the concern has still not been resolved, contact the District Superintendent of Education, on 86823788, who will assist in trying to find a satisfactory solution. You must have tried steps 1 to 4 before contacting the District Superintendent.

Summary of Steps

- 1 **Contact School**
- 2 **Appointment with teacher**
- 3 **Appointment with Principal**
- 4 **Contact Principal / Governing Council**
- 5 **Contract Superintendent**