



POONINDIE COMMUNITY LEARNING CENTRE

GRIEVANCE POLICY

Poonindie Community Learning Centre strives to provide a supportive and stimulating learning environment where students are challenged to achieve their personal best. We value parents as the first and primary educators and we aim to establish and maintain ongoing positive relationships with all families. We believe that strong partnerships between home and school, translate into positive outcomes for students.

We recognise that from time to time things may go wrong and you may feel that your expectations are not being met. If you have a 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.

We Value:

- **ACCOUNTABILITY** for our own actions with ourselves and with others
- **INNOVATION** solving problems with new ideas and considering the perspectives of all
- **RESPECTFUL** school environment where everyone feels safe and secure
- **RESILIENCE** bouncing back from adverse situations and learning from our mistakes

Roles and Expectations:

At Poonindie Community Learning Centre, parents and students can expect:

- A safe learning and caring environment.
- Broad, balanced and stimulating curriculum.
- Information about all aspects of students' education.
- Information about school policies and procedures.
- Opportunities to put their point of view and express opinions/concerns, be heard and feel culturally safe.
- To be treated fairly and equitably.
- Opportunities to be involved and to participate in activities in the school.
- Clear accessible communication channels.
- Open disclosure around their own child and school processes and confidentiality relating to their own child/family matters

School staff and Principal can expect:

- Support for school policies and procedures e.g. behaviour management, uniform policy, attendance policy etc.
- Parents to treat staff with respect and to listen to their point of view (mutual respect).

- Parents to show confidence in the school and its policies and not to undermine the teacher/student trust and relationship.
- Concerns to be raised through the agreed channels and processes.
- Parents to understand that their requests may not be able to be agreed to and compromises may need to be made.
- Confidentiality to be maintained.

Confidentiality in Problem Solving

It is important that your concerns are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is important to do this wisely.

When the matter is discussed in the student’s hearing, it is important that the student understands that you have confidence that the issue will be resolved confidentially at the school level.

Criticism of the school or a teacher does not support the child’s education as it can undermine trust and confidence. Public criticism including posts on social media can escalate issues rather than provide solutions moving forward, and is not an acceptable way of managing grievances.

SIMPLE STEPS TO raising a complaint and managing your grievance

STEP 1: Make a time to talk to the person concerned. We encourage a process where the original decision maker is given the opportunity to resolve the concern or complaint. This could be the classroom teacher or principal

STEP 2: If you are still not satisfied that your complaint has been addressed, contact the persons line manager. If it is a classroom teacher, talk to the principal.

STEP 3: If you are not satisfied that your complaint has been addressed at the local level, you can get help from the Departments Customer Feedback unit (see below)

STEP 4: If we haven’t been able to resolve your complaint through steps 1, 2 and 3 you make seek independent advices from the Ombudsman S. A Depending on the nature of the matter, the OSA will ask if the complaint has been take to the school or the CFU before approaching the Ombudsman.

Overview - steps for raising your complaint

