

# Brahma Lodge Primary School Parent Complaint Procedure

In a school community issues of conflict or concern can arise. The Governing Council believes we need to communicate clearly that issues or concerns are resolved in respectful and appropriate ways. It is important that grievances are kept confidential and that a time of reflection takes place before moving toward the Grievance Procedure. Criticism of the school or the teacher does not support your child's education as it undermines the trust between students and their teachers.

## I have an issue about

### A School Policy

- 1. Make an appointment with a member of leadership to discuss your policy concerns
- 2. Express your concern in writing to the Governing Council
- 3. If the problem cannot be resolved contact the Education Complaints Unit 1800 677435

#### A Staff Member

- 1. Make a time to meet with the person concerned
- 2. Discuss your concern in a calm and fair manner.
- 3. Listen to the staff member's response. Together decide the action to be taken by both parties
- 4. Agree upon a time to review the decision made
- 5. If the problem is not resolved make an appointment to see a principal

#### A Student

- 1. Express your concern to a teacher. Under no circumstances should a parent approach an issue directly with a student
- 2. The teacher will address the concern through school behaviour development processes and will report the issue to leadership. You will be advised of the outcome by the school.
- 3. Where necessary the parents of the child you have the complaint about will be informed of the issue and the appropriate consequence.

## Leadership

- Express your concern to the person
- 2. Discuss your concern in a calm and fair manner.
- 3. Listen to the staff member's response. Together decide the action to be taken by both parties
- Agree upon a time to review the decision made
- 5. If the problem is not resolved you should contact the Education Complaints Unit 1800 677435

#### Another Parent

- 1. Take time to reflect on the concern
- 2. Raise your concerns with the class teacher and / or leadership if it affects the learning or safety of students
- 3. If warranted leadership will mediate the dispute or suggest outside agencies to support you