



Brahma Lodge Primary School Parent Complaint Procedure

At Brahma Lodge Primary School, we are committed to providing the best possible learning environment for our children. For this to occur it is essential that positive working relationships exist between all community members. Clear lines of communication, including a defined process for dealing with grievances contribute to this process. When dealing with complaints confidentiality should be maintained at all times. It is important that all parties ensure that information remains only with those directly involved with the grievance.

Processes that could be used to resolve an complaint or grievance:

Step 1

Take time to think about exactly what the complaint or grievance is and what is needed to resolve it? -this may be a discussion, an explanation, or an apology.

Step 2

Name the issue. Arrange a time to speak to the relevant person(s), in an appropriate setting to discuss your grievance. Teachers are not able to discuss issues during their teaching or supervision times, so appointments should be made.

- What is your complaint? What did you consider unjust or unfair?
- State your feelings. How are you or your child affected?
- Discuss the outcome that you would like to occur?

Step 3

Agree on a reasonable timeframe for the issue to be addressed.

Step 4

If you are dissatisfied with the resolution or the complaint has not been addressed speak to the Principal, Assistant Principal or the Student Wellbeing Counsellor.

Step 5

If you are still dissatisfied with the resolution or you do not think that the complaint has been addressed speak to the Education Complaint Unit on 1800 677435

Step 6

If you are still unsatisfied you are able to seek external assistance through the SA Ombudsman. The toll free number is 1800 182 150