



Government
of South Australia

Department for Education

HAPPY VALLEY PRIMARY SCHOOL

GRIEVANCE PROCEDURES FOR FAMILIES

RESPECT

RESPONSIBILITY

INTEGRITY

Positive working relationships within and between members of the school community – staff, students and families, support successful learning experiences and achievement for children.

In the event of an issue, concern or grievance, the following procedures are available for use.

ISSUE OR CONCERN



CLASS TEACHER

The class teacher is the first person to speak to regarding issues related to your child. To ensure the issue is dealt with confidentially and the teacher maintains duty of care to the class, it is recommended to make an appointment to meet at an agreed time an email to alert the teacher to the issue can help the process.



PRINCIPAL/DEPUTY

If you have further concerns you can make an appointment with the Principal, Deborah Hemming or Deputy Principal, Sue Schmidt. Issues may relate to a range of issues such as school policy, bullying or unresolved issues.

Phone (08) 8381 7166



GOVERNING COUNCIL REPRESENTATIVES

If you have a general concern relevant to the broader school community you may choose to discuss it with members of the Governing Council. Issues may relate to school priorities, facilities etc.



NOARLUNGA EDUCATION OFFICE

Unresolved issues may be taken further by contacting the Education Director on Phone (08) 8207 3700.



Parent Complaint Unit - via email at DECD.ParentComplaint@sa.gov.au or on 1800 677 435

Please Note:

- In addressing concerns the school will take into consideration the points of view of all people involved.
- We will be respectful to all members of the school community.
- Allow a reasonable timeframe for the issue to be addressed.
- It is not appropriate for parents to address their concerns with other children directly.
- It is not appropriate for parents to behave aggressively to staff or other parents on school grounds as this makes our school environment unsafe for students, parents and staff.
- Matters may be referred to appropriate community agencies if deemed necessary.
- All attempts will be made to resolve a situation or to come to a mutually understood position by all participants.
- It is not appropriate to utilize Social Media forums to discuss issues related to the school.