



2018.05 PARENT COMPLAINT POLICY & GRIEVANCE PROCEDURE

VERSION: 1

APPROVAL DATE: June 2018

REVIEW DATE: June 2021

APPROVED BY: GINA KADIS

POSITION: PRINCIPAL

SIGNED: G. Kadis

DATE: 25 June 2018

At St George College we support the right of any member of the school community to have issues and concerns addressed.

The usual procedure to be followed in addressing a grievance is, in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, you may like to consider the following set of guidelines.

When raising a concern – parents, students, staff and volunteers are expected to:

- Treat each other with respect, common courtesy and maintain confidentiality
- Raise the concern as soon as possible
- Provide complete and factual information
- Act in good faith to achieve an outcome acceptable to all parties
- Have realistic and reasonable expectations about the course of action required to resolve the concern

Parents	Students	Staff	Volunteers
Arrange a time to speak to the person concerned.	Arrange a time to speak to the person concerned.	Arrange a time to speak to the person concerned.	Arrange a time to speak to the person concerned.
Let the person know what you consider to be your concern.	Let the person know what you consider to be your concern.	If the grievance is not addressed, speak to your Line Manager (as per the green Reporting Line staff sheet), or trusted colleague and ask for their support in addressing the grievance by speaking to the person involved.	Let the person know what you consider to be your concern.
If the grievance is not addressed, let the person know you will be speaking to someone else.	If the grievance is not addressed, let the person know you will be speaking to someone else.		If the grievance is not addressed, let the person know you will be speaking to someone else.
Arrange a time to speak to someone in the school management team - Principal, Deputy Principal or Assistant Principal. Your concern will be resolved ideally within 15 days.	Arrange a time to speak to someone in the school management team - Principal, Deputy Principal or Assistant Principal. Discussing your concern with your parents is an	If the grievance has still not been resolved, speak to someone in the school management team - Principal, Deputy Principal or Assistant Principal. If you are still dissatisfied, approach the Chair of the	Arrange a time to speak to someone in the school management team - Principal, Deputy Principal or Assistant Principal. If you are still dissatisfied, approach the Chair of the



<p>If you are still dissatisfied, approach the Chair of the Board of Governors at: Chair St George College Board c/- G Kadis, Principal 75 Rose Street MILE END SA 5031</p> <p><i>Neither the Minister for Education nor the Department for Education has any power to directly intervene in any complaints relating to the operation of a non-Government school</i></p>	<p>important part of this process.</p>	<p>Board of Governors at: Chair St George College Board c/- G Kadis, Principal 75 Rose Street MILE END SA 5031</p>	<p>Board of Governors at: Chair St George College Board c/- G Kadis, Principal 75 Rose Street MILE END SA 5031</p>
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