

PARENT COMPLAINT POLICY



**PARA HILLS
HIGH SCHOOL**

Your vision **Your future**

At Para Hills High School, we work hard with students to provide high quality education that prepares them well for future study, training and employment. We are committed to doing this in partnership with parents.

We realise that at times, parents may have a concern or complaint about an aspect of their son or daughter's schooling. It is important that parents raise a concern or complaint with us so that we can work together to find a solution to resolve the problem.

This document outlines how concerns or complaints from parents will be managed and resolved. This process follows the Department of Education and Child Development's Parent Complaint Policy.

We hope that the process for resolving a concern or complaint from a parent happens at the school level, however if it is not resolved at school, the complaint may be raised at the regional level, and if it remains unresolved, it can be raised with the department's Parent Complaint Unit. Parents can contact the Unit's hotline (1800 677 435) at any time for discussion or advice.

To resolve a concern or complaint, we suggest that parents do the following:

1 – *Talk to the school first (tel. 8258 5466)*

The school should always be your first point of contact. If your concern is about your son or daughter, talk to your son or daughter's teacher or other relevant staff member (counsellor, year level manager). If your concern or complaint is about a member of staff, you may prefer to talk to the Deputy Principal (Mr Guy Harrison) or Principal (Ms Janette Scott).

The school's front office staff can arrange a time for you to meet with a teacher or school leader, or to have a discussion over the phone.

The teacher or school leader will look into your concern or complaint and get back to you. If you are not satisfied with the teacher's response, you may choose to follow up your concern or complaint with the principal. You may do this by discussing it over the phone, by organising to meet, or by writing. The school will aim to resolve your concern or complaint within 15 working days.

2 – *Contact the Northern Adelaide Regional Office (8256 8111)*

If you are not satisfied that your complaint has been resolved by the school, or if your complaint is about the principal, you may choose to contact the regional office for help. The regional office will review your complaint and will aim to resolve it within 20 working days.

3 – Contact the Parent Complaint Unit (1800 677 435)

This unit can provide advice and support to parents about their concern or complaint and it can review complaints impartially that have not been resolved at the school or regional level. Staff in the unit will assess the complaint and decide what needs to be done; they will let you know what has been done and when you can expect to hear about the outcome. The department's Head of Schools and Chief Executive's office will be advised of the outcome of the review and one of these senior department leaders will make a decision about your complaint. In most cases, a decision will be communicated to you within 35 working days.

Other options

You have the right to refer any educational concern to an external agency such as the South Australian Ombudsman. Further information is available at www.ombudsman.sa.gov.au