

Overview steps for raising a



Before making a complaint you should:

- clearly identify issues and the resolution you are after
- provide complete and factual information
- cooperate with any requests for more information
- not include deliberately false or misleading information
- treat staff handling the complaint with courtesy and respect

<https://www.education.sa.gov.au/raising-complaint-department-education>

complaint

<u>STUDENT</u>	<u>PARENT/CAREGIVER</u>	<u>STAFF MEMBER</u>
<p><u>GRIEVANCE WITH ANOTHER STUDENT</u></p> <p>STEPS:</p> <ol style="list-style-type: none"> 1. Try to sort problem yourself i.e. "Stop it, I don't like it" 2. Talk to the person about the problem. 3. Talk to a teacher or SSO about the problem at an appropriate time. 4. If issue is unresolved, speak to parent(s)/ Caregivers. <p><u>GRIEVANCE WITH STAFF MEMBER</u></p> <p>STEPS:</p> <ol style="list-style-type: none"> 1. Speak to staff member about the problem 2. If unresolved speak to the principal 3. Speak with parents/caregivers 	<p>STEPS:</p> <ol style="list-style-type: none"> 1. In the first instance please arrange a time to speak to the teacher or if relevant then the principal. 2. Please do not text staff or voice your grievances on social media 3. Please do not enter school classrooms or offices about a major grievance without prior arrangement. 4. Let the teacher/principal know what you consider to be the issue. 5. Allow and agree upon a reasonable timeframe for the issue to be addressed. 6. If the grievance is not addressed arrange a time to speak with the Principal. 7. If you feel the issue is unresolved after completion of all of the above steps, please arrange a time to discuss the issue with the Regional Director at the Eyre District Education Office 86823788 8. If you feel the issue is still unresolved you can contact the Customer Feedback Unit on 1800 677 435 or CFU online contact. 9. If you feel it is necessary contact the SA Ombudsman 1800 182 150 	<p>STEPS:</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned. 2. Allow reasonable time for the issue to be addressed. 3. If the grievance is not resolved, speak to: <ul style="list-style-type: none"> • Your Principal / Line Manager • A nominated grievance contact <ul style="list-style-type: none"> - WH&S Representative - Union Representative - PAC (where appropriate) • Ask their support in addressing the grievance by : <ul style="list-style-type: none"> - speaking to the person involved on your behalf - monitoring the situation - investigating your concern - acting as a mediator 4. If the issue is not resolved within a reasonable time arrange a time to speak to the Regional Director at the Eyre District Education Office 86823788