



GLOSSOP HIGH SCHOOL

PARENT/CAREGIVER GUIDE TO RAISING A CONCERN OR COMPLAINT

PLEASE REFER TO THE BROCHURE PARENT CONCERNS COMPLAINTS PROCEDURES FOR SPECIFIC GUIDELINES

We are committed to delivering high quality education and care. Working with or to resolve any concerns or complaints is a key part of how we will deliver on this commitment.

We recognise that sometimes things go wrong and you may feel that your expectations for your child are not being met.

If you have an unresolved issue or a complaint, then you are encouraged to raise it. It is important to work together, talk, listen and find solutions so that we can improve your child's experience and learning, and improve our services to the community.

While this guide aims to help you raise concerns, keep in mind that we also welcome your positive feedback and compliments, which can sometimes be overlooked in our busy lives.

ABOUT CONCERNS OR COMPLAINTS

A complaint may be made by a parent if they think that the school has, for example:

- Done something wrong
- Failed to do something it should have done
- Acted unfairly or impolitely
- Sometimes a parent/caregiver might be unsure if the issue/concern is actually a complaint. In this case the school encourages parents/caregivers to raise the issue and in this way clarification can be sought.
- A policy, procedure or practice that impacts negatively on your child.
- Other students impeding on your child.

Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and endeavour to help you understand the requirements any why they exist.

Examples of this are:

- When requested by the police to interview a child/young person. Parents do not have to be notified.
- Allegations relating to a child protection matter must be referred to Child Abuse report Line and in some cases also to the police.
- Any involvement with drugs or weapons by a student – the police must be contacted and will attend.

WHAT TO DO IF YOU HAVE A COMPLAINT

So that we can all work together to get the best outcome for your child, there are some simple steps to follow if you have a concern or complaint about something at Glossop High School. The flowchart on the brochure ***Parent Concerns Complaints Procedures*** over the page outlines these protocols.

A key principle in following through a grievance is firstly to communicate with the person concerned. For example if you are unhappy about the quality of your child's learning program you would first make an appointment with the teacher concerned. If not resolved you should go to the next level, as indicated on the flow chart.

All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in schools. Where such behaviour does occur, the phone call will be politely finished and/or the meeting terminated with the person exhibiting these behaviours asked to leave and the staff member will walk away.

If at any time the behaviours persist SA Police will be called and a report made. Depending on the severity and/or frequency of the unacceptable behaviours further consequences may result.

Thank you for your support as we all want to resolve each and every matter respectfully and effectively. Please note a copy of the brochure: ***Parent Concerns Complaints Procedures*** is available from the Front office or from the link on the home page of our website: www.glossophs.sa.edu.au.

Julie Ahrens
Principal

HOW TO GET HELP WITH A CONCERN OR COMPLAINT

Classroom
Teacher, Student
Concern

Contact Teacher

Concern
resolved

Concern not
resolved

Campus Leader
or Principal

School General
Concern

Concern not
resolved

Concern
resolved

Contact Parent
Complaint Unit