



# Richmond Primary School

## Parent Concerns Policy

### Rationale

Our staff endeavour to develop a strong partnership with families and our community. Regular two-way communication between parents and school staff is essential in helping children to reach their potential.

The purpose of these policies is to provide clear and transparent information for dealing with complaints or concerns. Please know that any issues raised with RPS staff will be treated in a confidential manner.

The Department for Education procedures indicate that a child's teacher should be the first point of contact for parents, followed by school leadership staff, Educational Director and then Customer Feedback Unit if the complaint cannot be resolved at the local level.

### Stage 1

In the first instance raise concern as soon as possible with the teacher concerned. Contact the teacher to make a mutually convenient time to meet. If appropriate, an interpreter can be included in meetings to support parents. Following this meeting if the matter is not resolved, you may wish to raise the matter with the principal or member of the school's leadership team. The school will aim to resolve your concern ideally within 10 days.

### Stage 2

Contact your local DfE Partnership Office, Flinders Park Education Office 8416 7333

If you are not satisfied that your concern has been resolved by the school, we can explore other options, but you may also wish to contact the Educational Director. The Educational Director will aim to resolve the complaint within 20 working days.

### Stage 3

Contact the Customer Feedback Unit 1800 677 435

You can contact the Customer Feedback Unit (CFU) for advice in dealing with your concerns.

You can contact the CFU at any time or when you feel that your concern has not been resolved by either the School or Educational Director.

For further information go to <https://www.education.sa.gov.au/departments/feedback-and-complaints/raising-complaint-department-education>

### Step 4

Contact the following for independent review

You can contact the [Ombudsman SA](#) or the [Education Standards Board](#) or the [Teachers Registration Board](#).

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