We welcome contact from parents. It is often that contact which provides the school with information for change and improvement. There are times when a parent has a concern or complaint. The following may assist in handling a concern or complaint.

<table>
<thead>
<tr>
<th>Concern</th>
<th>Complaint</th>
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<tbody>
<tr>
<td>an issue of importance raised informally to improve or change a situation</td>
<td>a grievance which needs to be fairly addressed and resolved</td>
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At Waikerie Primary School:
- the first person to contact is the class teacher
- the concern will be addressed in a timely and confidential manner
- parties involved will be treated fairly and with mutual respect

Contact the Class Teacher

At a mutually convenient time, parent meets and discusses concern with the class teacher.
Phone 85412733, email info@waikerieps.sa.edu.au or write a note in your child’s diary / communication book to make an appointment with the class teacher.
The teacher will
- meet within 5 working days
- listen, document, discuss course of action and outcomes to resolve the concern
- follow up later with the parent to ensure outcome satisfaction

Contact Leadership

At a mutually convenient time meet with the Senior Leader or School Counsellor, after you have met with the teacher. Please come with details of your concern and a desire to resolve the matter. Remember you may only have one side of an issue. The Senior Leader or School Counsellor will then collect information from all parties involved. If your concern is a formal complaint please present it in writing and signed. Allow a reasonable time frame for the issue to be resolved. Each person involved will be informed of the outcomes of the meetings through documented actions. Parents will be contacted regarding outcome satisfaction.

Contact the Principal

Phone 85412733 to make an appointment with the Principal regarding an unresolved concern or complaint. The Principal will acknowledge receipt of your written complaint within 5 working days. The Principal will collect information from the Senior Leader, School Counsellor and teacher about the matter and then meet with you. Outcomes will be communicated to all parties in writing within 15 days of receipt of the complaint.

Contact Regional Office at Murray Bridge

Phone 85320700. The Regional Office will check first that the concern or complaint has been taken to the school with an aim for resolution. Parents will be invited to put their complaint in writing.

Contact the DECD PARENT COMPLAINT UNIT (PCU)

Freecall Hotline 1800677435 for information, advice and support
www.decd.sa.gov.au/parentcomplaint or email DECD.parentcomplaint@sa.gov.au

Complaints submitted to the DECD Parent Complaint Unit must be in writing and state why the complaint remains unresolved and what reasonable action could be taken to resolve the complaint.