Mount Compass Area School

Feedback and Complaints Procedure

Parents and Carers

The school values of respect, integrity and kindness underpin this procedure. Positive relationships within the school community create the conditions to foster the best possible outcomes for our students. When any member of the school community feels dissatisfied with the service or actions of our school, it is important that this is respected, and the grievance raised and responded to in a way that addresses the immediate concern, but also supports the development and maintenance of good relationships.

This procedure outlines our response in the event of a parent/carer concern or complaint.

This procedure does not apply to:

- Employee disputes, grievances and conduct are managed through the complaint resolution for employees policy (staff login required) and procedures (staff login required)
- non-departmental employees
- child protections matters.

In line with the department's policy, in the event of a complaint we will:

- make every reasonable effort to resolve concerns or complaints in a timely and effective manner
- identify and discuss the possible courses of action that could be taken to resolve the complaint and the timeframe for this to occur
- consider relevant legislation, departmental policy and guidelines and school processes
- ensure that staff are familiar with the department's complaints policy and have access to appropriate training
- consider any school based improvements or system improvements at a broader level that may reduce the likelihood of similar complaints.

In the event of raising a complaint, please consider the following:

- clearly identify the issue and document your concerns
- be as specific and factual as you can
- identify possible and reasonable solutions to the concern
- allow appropriate time for the issue to be resolved
- bringing a support person to the meeting if required
- communicate with the school if you feel the issue has not been resolved satisfactorily.

Further information can be found on the Department for Education website:
Feedback and complaints about a school or preschool
Help to make a complaint
Give feedback, compliments or make a suggestion

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If parents/carers are not satisfied that the complaint has been addressed at the local level, they can contact the department's Customer Feedback Team via the online feedback and complaints form or phone 1800 677 435.

If all attempts to resolve the complaint have been exhausted and the issue is unresolved, parents/careers may choose to seek independent advice from the Ombudsman SA . The circumstances of the complaint will determine if they can help. Email: ombudsman@ombudsman.sa.gov.au or phone 1800 182 150

Step 1

- Arrange a time to speak to the relevant teacher(s) about the problem by phone or put your concerns in writing via email or a Daymap message.
- Let the teacher know what you consider to be the issue. *(Please allow a reasonable timeframe for the issue to be addressed).*
- Please note that concerns and complaints about a staff member must be reported to a member of the leadership team.

Step 2

- If the concern or complaint is not addressed, arrange a time to speak with the Sub-school Leader, who will consult with other leaders as required.
- Reception - Year 5: Hayley Clarke, Junior School Leader
- Year 6 - Year 9: Vince Nizzola, Middle School Leader
- Year 10 - Year 12: Sam McEntee, Senior School Leader

Step 3

- If concerns are not resolved or of a serious nature, contact main reception on 8556 8219 to make a time to speak with the Principal.

Step 4

- If you are not satisfied that the complaint has been addressed contact the department's Customer Feedback Team to submit a complaints form or phone 1800 677 435.
- If all attempts to resolve the complaint have been exhausted and the issue is unresolved, you may choose to seek independent advice from the Ombudsman SA.
  Email: ombudsman@ombudsman.sa.gov.au or phone 1800 182 150

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