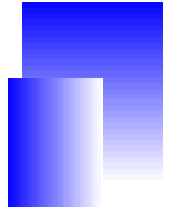




Blanchetown Primary School

Godley Street
C/- Post Office
Blanchetown SA 5357

Phone (08) 8540 5041 Fax (08) 8540 5115
Email dl.0571.admin@schools.sa.edu.au



Principal-Ashlee Salter

Parent Concerns and Complaints Procedure

At Blanchetown Primary School, we welcome feedback from parents and caregivers. We understand that there are times when concerns or complaints may be raised. This procedure is designed to assist in resolving any concerns or complaints.

At Blanchetown Primary School:

- All Blanchetown staff will respect the right of parents/caregivers to make a complaint.
- All Blanchetown staff will manage complaints in a respectful, confidential, impartial and timely manner.
- All participants in a concern or complaint process will be treated fairly and with mutual respect.

Contact the Classroom Teacher

Make an appointment with the classroom teacher to discuss a concern or complaint.
The classroom teacher will:

- Listen to the complaint.
- Identify and discuss possible solutions and timelines to resolve the concern or complaint.
- Follow up on actions and ensure that the parent/caregiver is satisfied with the outcome.



Not Resolved

Contact the Principal

If a concern or complaint is unresolved, please make an appointment to discuss this with the Principal.

The Principal will:

- Investigate the concern or complaint and gather relevant information from the staff, students and parents involved.
- Determine the most appropriate way to fairly and promptly solve the concern or complaint.
- Document the process and outcome.
- Communicate the outcome to all parties concerned within 15 days of receipt of the complaint.



Not Resolved

Contact the Education Complaint Unit (ECU)

If your concern or complaint has not been resolved, contact the Education Complaint Unit.

Email: DECD.EducationComplaint@sa.gov.au

Phone: 1800 677 435 (standard call rates apply for calls from mobile phones).

The ECU on behalf of the Chief Executive will:

- Assess your complaint
- Decide what action is needed
- Let you know what has been done and when you can expect to hear about the outcome.

In most cases, you can expect to hear of a decision within 35 working days.



Government of South Australia
Department for Education