**Purpose**

At Ingle Farm Primary School, we promote our values of Respect, Honesty and Persistence.

We value positive working relationships so that families and teachers work together to create a supportive learning environment for students.

Positive relationships within the school community give students a greater chance of having a successful educational experience. It is important students, staff and families work together in solving any issue or concern that may arise. In the event of a complaint, the following procedures should be used.

**Procedure**

**Our commitment when a complaint is raised**

* Listen to the concerns with an open mind and seek to understand.
* Investigate any relevant issues carefully.
* Commit to resolve the complaint in a respectful manner.
* Communicate clearly, sensitively and objectively.
* Establish timelines for actions and review for any resolution.

**Principles**

* Everyone should be treated with respect.
* It is not appropriate for a parent/ family member to directly approach a child or their parent/s over a concern or issue.
* Conversations/ meetings will be suspended if any person behaves in a disrespectful or offensive manner.

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**Roles and Responsibilities**

**Students with a complaint should:**

1. Talk respectfully to the person involved about the issue. You can use statements such as: I feel….when you….Please stop doing or saying….
2. If the issue is not resolved, talk to your class teacher about the issue.
3. Your class teacher will try to resolve the issue and if required will seek help from your family and school leadership.

**Families with a complaint should:**

1. Raise your complaint with the most appropriate person. You can contact class teachers on Seesaw to arrange a meeting or phone conversation.
2. You can request a meeting with the Principal or member of the Leadership team if you feel your complaint remains unresolved.
3. Formal complaints can also be made by

Calling: 1800 677 435

By filling out the online form: [Here](https://schools-sa.my.site.com/CFU/s/)

Further information can be found on the DfE website: [Here](https://www.education.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool)

**Staff**

1. First seek resolution of your complaint at a local level by discussing the issue with the person involved in a respectful manner. Please refer to the Employee complaints procedure on the EDI or [Here](https://edi.sa.edu.au/library/document-library/controlled-procedures/employee-complaints-procedure.pdf)
2. If your complaint is unresolved you can discuss the issue with a peer or your line manager and seek a resolution.
3. You can seek assistance from the DfE by contacting the
[Employee Assistance Program](https://edi.sa.edu.au/hr/for-managers/health-and-safety/staff-wellbeing/employee-assistance-program-eap)
4. Remember to clarify your grievance, take responsibility, be open to new solutions and be adaptable as the process unfolds.