Cadell Primary School Parent Complaint Procedures

At Cadell Primary School we promote open communication. We hope that you feel that you are able to approach us about any area of concern. We also hope that you raise issues as soon as they arise rather than letting them build up.

1. **Identify the concern?**
   
   Your concern may be about:
   
   Classroom issues
   - yard issues
   - school policies
   - student learning
   - reporting student learning
   - another school related issue.

2. **Decide who you should speak to.**
   
   The usual procedures to be followed:
   
   In the first instance talk to the person who knows about the situation
   - The class teacher
   - The Principal
   - The Governing Councillor

3. **Organise a time to meet.**

   It always helps the situation if you are calm and honest in your approach. You should not approach other children directly. There are times, when for a variety of reasons, you may feel that you are unable to talk to the person described as the first point of call. If this is the case, let the Principal know. Where possible it is best to speak directly with the person concerned.

4. **Issue not resolved. Talk with the Principal.**

   Your concern deserves time in order to be resolved. Let the person know about your concern with a note or telephone call. This means that they will be prepared and have all the necessary information. A time can then be made that suits you both. If, together, you are not able to sort out the problem, let the person know that you intend to speak to someone else.

5. **Issue not resolved. Contact Regional Office.**

   Murray Bridge
   85320700
   Berri
   85952323

   Arrange a time to speak to the Principal providing information that will make the meeting as useful as possible. If the issue is with the Principal go to Step 5

   If at the end of this meeting the problem is still not able to be resolved, you may contact the Regional Office. The Regional Office will need to know that attempts have been made to sort out the issue first using the process described above.

   If you still feel the issue has not been resolved, contact the Parent Complaint Unit where support, advice and a review will be undertaken.

   Updated July 2016

Vision: Cadell Primary School is a unique, community driven school full of learning, laughter and friendship. We are committed to providing a happy, secure and stimulating environment where all children are motivated, valued, self confident and empowered to reach their full potential.