Our school has a commitment to creating a supportive learning environment in which parents and teachers work together harmoniously.

However, there will be occasions when parents may have concerns about particular aspects of school, classrooms, yard or behaviour expectations. If you have a concern or a complaint, we want you to let us know. It’s important to learn from mistakes or misunderstandings so that we can improve your child’s experience and learning, and also improve processes where possible.

With this in mind we have developed guidelines that outline a process for resolving issues in a positive, no blame manner.

**If you have a concern:**

**Step 1**
Contact the staff member involved and arrange an appointment so that you can discuss the matter without distractions.
If you can’t speak directly the staff member, phone the school office. The office staff will arrange for the staff member to contact you as soon as possible.
If you feel uncomfortable approaching the school, a member for the School Council or another parent familiar with school procedures can support you to establish contact.
Meet with the staff member and discuss your concern. Respectful, quiet discussion, without accusation and blame enables points of view to be discussed and resolution made.

**Step 2.**
If you consider the issue you have raised is not resolved, make an appointment with the Principal, Marie-Louise Adams. Inform her about the subject that you wish to discuss as this will help with the problem solving process.

**Step 3**
Attend an appointment. You may wish to arrange for another adult to support you by attending the meeting with you.

**Step 4.**
If you are still dissatisfied with the outcome of the meeting phone or write to the Principal again to air your concerns. If we do not receive any further information from you we assume that the issue is resolved.

**Step 5**
Contact the Regional Director if the above steps do not lead to a satisfactory outcome and you wish to pursue the matter further. The Regional Director for Callington Primary is Mr David Joliffe. His contact number is 83914705. We are committed to strong partnerships with parents/carers that put positive and productive relationships as a priority.

**Step 6**
In the unlikely event that the matter has not been addressed to your satisfaction, you can contact the DECD Parent Complaint Unit www.decd.sa.gov.au/parentcomplaint or you may wish to email. The address is as follows: DECD.parentcomplaint@sa.gov.au. There is also a Freecall number-1800 677 435.

You are also able to contact the DECD Complaint Unit at any time to talk through your concerns. The Parent Guide to Raising a Concern or Complaint brochure is available on our website www.callingps.sa.edu.au under Policies. Please scroll down to the next page for further information.
About complaints or concerns

This information may be helpful in explaining what a complaint is:

A complaint may be made by a parent if they think that the school has, for example:

• done something wrong
• failed to do something it should have done
• acted unfairly or impolitely

Your concern or complaint may be about:

• the type, level or quality of services
• the behaviour and decisions of staff
• a policy, procedure or practice.

Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

If you would like more information contact the Principal, Marie-Louise Adams or visit the department’s website at www.decd.sa.gov.au/parentcomplaint or email DECD.parentcomplaint@sa.gov.au. There is also a Freecall number 1800 677 435.