

Grievance Procedure

In order to maintain an effective and participatory school environment, there must be a clear, simple process for all school and community members to raise grievances relating directly to School operations at Kapunda Primary in order that a resolution be reached.

At Kapunda Primary School, the following process enables grievances relating to school policy, curriculum, staff and management to be raised, discussed and a resolution reached.

All grievances will be treated with strict confidentiality, without fear of reprisals. All matters raised will be treated seriously.

Grievances related to classroom operations

Concern

At a mutually convenient time, meet with the staff member concerned and discuss your concern

Resolved

Not resolved

At a mutually convenient time, meet with the school Leadership to discuss the concern

Not resolved

Contact the Education Complaint Unit on 1800 677 435 to discuss the concern

School Grievances related to School Policy and Operations

Concern

At a mutually convenient time discuss the concern with a Governance Councillor or take the issue to student council

Resolved

Not resolved

At a mutually convenient time meet with the Principal and discuss your concern.

Resolved

Not resolved

Contact the Education Complaint Unit on 1800 677 435 to discuss the concern

Grievances related to the School Principal

At a mutually convenient time, meet with the Principal to discuss the concern

Resolved

Not resolved

Discuss with the School Council Chairperson

Resolved

Not Resolved

Contact the Education Complaint Unit on 1800 677 435 to discuss the concern

Not Resolved

At a mutually convenient time meet again with the Principal to discuss the concern