Managing 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.

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.

Contact the Regional Office
If a concern or complaint is unresolved please contact the Regional Office at Murray Bridge on 85320700. The Regional Office will:
- Check that the concern or complaint has been raised at the school level.
- Gather relevant information.
- Work towards a satisfactory outcome for all parties.
- Communicate the outcome to all parties.

Contact the Parent Complaint Unit (PCU)
If a concern or complaint is unresolved please contact the PCU in writing. The PCU on behalf of the Chief Executive will:
- Check that the concern or complaint has been raised at both the school and regional level.
- Work towards a satisfactory outcome for all parties.
- Communicate the outcome to all parties.