



# Swallowcliffe P-7

We value **Honesty, Respect, Achievement**

## SWALLOWCLIFFE PreSchool

### Complaint Policy and Grievance Procedure

#### **Rationale:**

Swallowcliffe School is committed to providing a safe and secure learning environment for all students. For this to occur it is imperative that positive relationships between all members of the school community exists. Clear lines of communication for dealing with issues of concerns contribute to positive relationships. It is important that families, students, staff and the wider community work together through these issues of concern using positive and constructive processes.

#### **Values**

Our school values of Respect, Honesty and Achievement are at the core of this policy. Safety and wellbeing of all students is our first priority.

- Everyone has the right to feel safe and respected.
- Parent/caregivers have the right to raise concerns and can expect these will be considered in a confidential, timely and impartial manner.
- We endeavour to resolve all issues at the school level in the first instance.
- Meetings to discuss issues/concerns will be suspended if any person behaves in an offensive or threatening manner.
- Staff and parent/caregivers concerned have a responsibility to enact any changes or agreements in positive ways.
- Confidentiality will be maintained at all times. Information remains only with those directly involved with the issue.

#### **Procedures**

See attached flow chart

#### **Promotion:**

The policy will be promoted by:

- Families being informed via the newsletter and other correspondence.
- New families to the centre being informed via the Enrolment Information package.
- Staff being informed and provided with training opportunities.
- Students being informed via teachers

This policy will be reviewed every two years with Staff and Governing Council input.

Written: Endorsed by the Governing Council:

Reviewed: May 2017

**Our Mission:** To empower students to recognise and optimise their full learning potential.



Government of South Australia  
Department for Education and  
Child Development

Principal: Ms Tonia Noble • Swallowcliffe Road, Davoren Park SA 5113  
Ph: 8255 2908 • Fax: 8287 0559 • E: dl.1062.info@schools.sa.edu.au



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