



Swallowcliffe P-7

We value **Honesty, Respect, Achievement**

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 pillars of High Expectations, Strong Relationships and Positive and Growth Mindset 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

This policy has been endorsed by the Governing Council.

This policy will be reviewed and updated as required ie due to new information.

2017

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



Government of South Australia
Department for Education and
Child Development

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