



Cummins Area School Preschool and Rural Care

Parent Grievance Procedure

Good relationships between our school and our community give our children a greater chance of success. It is only natural that from time to time, parents will have concerns about what happens at Preschool or Rural Care. When this happens we need to know the most effective way to have our concerns heard and acted upon. Under DECD guidelines, parent bodies such as the Governing Council, Parents and Friends and Parent Committee must be directed by their chairpersons not to discuss the performance of individual school, Preschool or Rural Care staff.

Concerns may be taken up in the following ways:

TEACHER AND SCHOOL SERVICE OFFICERS (SSO's)

Parent 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 Coordinator or Principal, who will take the matter up as part of their supervision of the staff member.

PRINCIPAL PERFORMANCE

Parent Concern

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

Resolved

Not Resolved

Contact the Education Director, Port Lincoln Education Office, Ph: (08) 8682 0700, and make a time to discuss the concern. The matter will be dealt with as part of the Director's supervision of the Principal. OR contact the Education Complaint unit Ph: 1800 677 435.



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SCHOOL/CENTRE POLICY

Parent Concern

At a mutually convenient time discuss the concern with a School Governing Councillor or Parent Committee member, and ask for it to be placed on the agenda for the next meeting.

Resolved

Not
Resolved

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

Not Resolved

Contact the Education Director, Port Lincoln Education Office, Ph: (08) 8682 0700 and make a time to discuss the concern OR Education Complaint Unit, Ph: 1800 677 435