

# Sharing Success and Grievance Procedures

The Bridgewater Primary School community, students, staff and parents have the right to be physically and emotionally safe.

Good relationships between our school and the members of this community ensure greater success for all children.

Parents all want the best for their children, so it is only natural that there will be times when they will want to share things they feel are going well or to raise concerns. Parents may want to share ideas about classroom issues, yard behavior, curriculum, grounds or school policies and practices. They may involve their own child, other children at the school, a staff member, other parents or the principal.

It is important that we deal with these in ways that ensure problems can be resolved and good ideas can be used to improve our school. We need to show respect for all parties, emphasise listening and communication, and handle issues in a quiet, calm and confidential manner. **It is particularly important that our children see adults modeling respect for one another and showing confidence in our ability as a school community to work things through.**

## Sharing Success and Ideas

You can share your feedback and ideas with any staff member. Make a time to catch up with a teacher, a member of Governing Council or the principal, or send us an email [dl.0636.info@schools.sa.edu.au](mailto:dl.0636.info@schools.sa.edu.au).

## Sharing Concerns and Complaints

The following guidelines may help you raise concerns. Please read this information in conjunction with the **BPS Parent Issue Decision Chart** (page 2).

### Local Resolution:

1. If you think the issue demands immediate attention, let a staff member know.
2. If you think you would like to raise an issue, but would like to talk it over with someone first, you may find it useful to talk to a member of staff, Governing Council or the principal. You can request confidentiality.
3. Make an appointment to meet with the most relevant person. For classroom issues this is usually the studio teacher. When setting up a meeting, please arrange a time when the teacher is free to give you their full attention; not during lesson time. This also ensures privacy and confidentiality. Let the teacher know what the issue is beforehand so they are better able to provide the information you need. If the issue is not resolved to your satisfaction, it is important that you state this at the conclusion of the meeting and arrange another time to meet.
4. If the issue continues to remain unresolved, please contact the Front Office and request a meeting with a member of the leadership team. Staff will ask you to complete the DfE Site Complaint Record before the meeting so they can have all of the necessary information at hand.
5. Follow up meetings or communication between yourself and the school will help to monitor the effectiveness of an agreed solution or plan of action. Unless the school receives further information it is reasonable to consider the issue has been resolved.

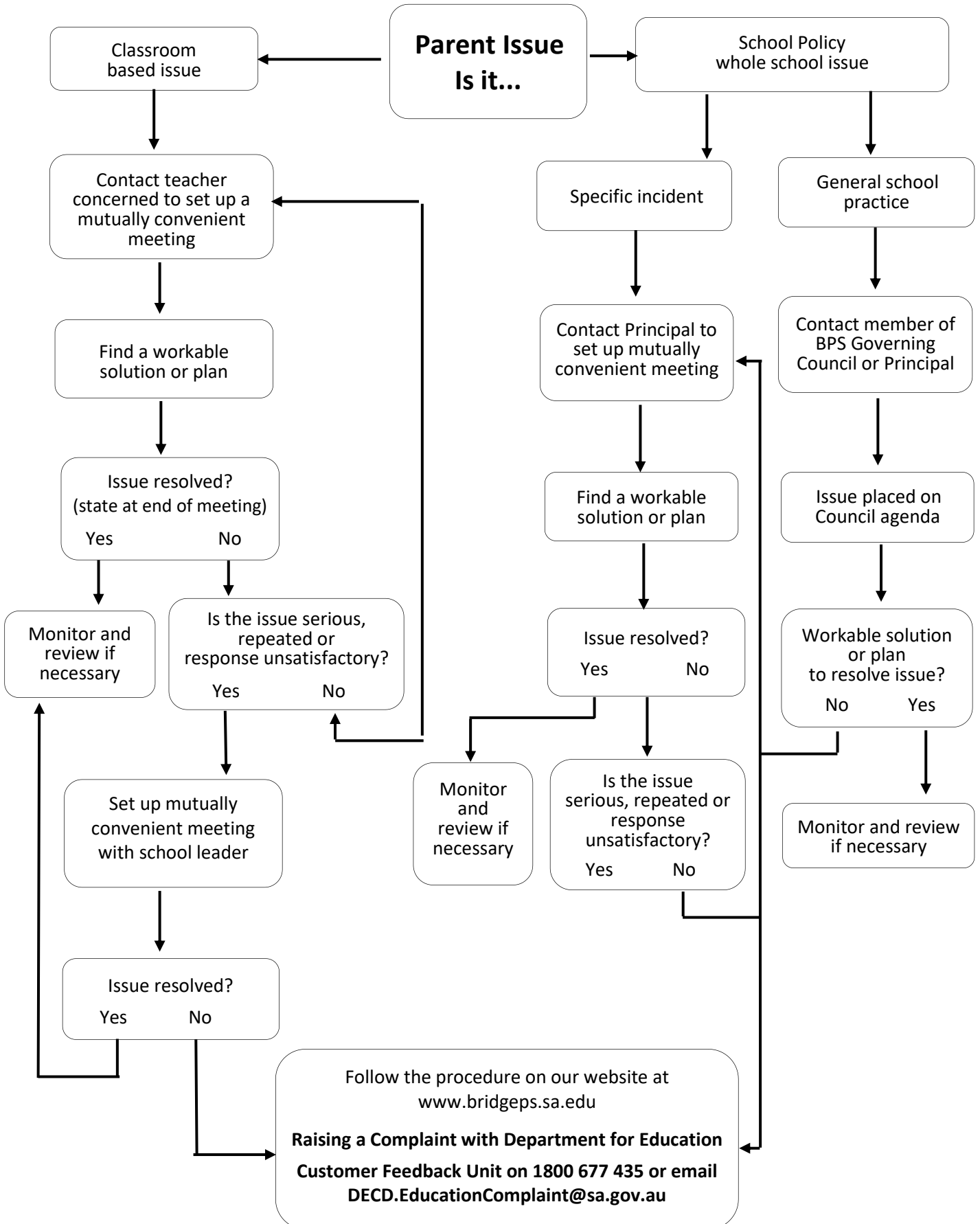
### Central Resolution:

6. If after steps 1 to 5 you are still dissatisfied with the outcome, approach the Customer Feedback Unit on 1800 677 435 or email [DECD.EducationComplaint@sa.gov.au](mailto:DECD.EducationComplaint@sa.gov.au) who will try to help resolve the situation further. Their expectation will be that the above steps have been followed.

Be assured that no parent, child or staff member will be penalised for raising an issue.

# Bridgewater Primary School

## Parent Issue Decision Chart



# How We Communicate

At Bridgewater Primary School we believe open communication is paramount to creating solutions and that we all have a part to play in communicating honestly, respectfully and effectively.

## STUDENTS



I am respectful and kind when I speak to and about others.

I come with solutions not just problems.

I am honest when I retell my story.

I can trust teachers, parents and peer mediators to listen to me.

I don't always need an adult to solve my problems.

I know everyone has bad days and makes poor choices sometimes.

## TEACHERS



I am respectful and kind when I speak to and about others.

I am committed to the educational, social and emotional wellbeing of all my students.

I am available to openly discuss concerns with parents in person or by email at a mutually convenient time.

I am helping to create a classroom & playground environment where all students can thrive.

I will work in partnership with others to find solutions that enable the best outcome for everyone.

## PARENTS



I am respectful and kind when I speak to and about others, including on social media.

I listen to my child and help them to take responsibility for problems.

I respect my child's teacher will respond at a convenient time; they may not respond to me immediately.

I am mindful there are two sides to every story and my child may present me with only their side.

I understand it's unacceptable to approach another child on my child's behalf.

## ESCALATION



There is never any excuse for aggressive, violent or threatening behaviours – no matter how big or small – by parents, children or staff.

You are your child's biggest advocate but also their strongest role model.

If in doubt, follow the 'Sharing Success and Grievance' policy.

Visit <http://www.bridgeps.sa.edu.au/feedback-complaints-issues/>

## Together We Thrive