

# GRIEVANCE PROCEDURE

At Reynella Primary School we believe that effective relationships between the school and its community give children a greater chance of success. Sometimes things do go wrong and family / community members may feel their expectations have not been met.

The policy basis and further details of this procedure can be found in the DECD Policy – ‘Consumer Complaints management and resolution policy’ and ‘Consumer Complaints Management and Resolution Procedure’.

Every effort will be made to resolve complaints at the school level.

## Principles

Fairness – transparent process, assistance provided where needed, mutual respect

Effectiveness – working together to find solutions, open communication, supports educational attainment and wellbeing of children

Efficiency – prioritized, within a reasonable timeframe (within a month, no more than 6 weeks)

