



Our vision is to inspire a community of learners to achieve personal greatness.

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Parent Grievance Procedure

From time to time parents may have concerns about what happens at school. These can be about specific incidents, student learning or school policies.

Staff at Elizabeth North Primary School want to know your concerns and help you solve them.

In order to help us solve these problems the school has a Parent Grievance Procedure.

The Governing Council expects that you will observe the following responsibilities when using the Grievance Procedure.

Negotiate an appropriate time to meet with the staff member concerned. This is necessary so that enough time can be devoted to discussing the concern. Do not expect that a staff member will be immediately available when you request a meeting time.

Be prepared to listen to all information. Your child may have only shared some of the information with you and there may be other pieces of information that you may not be aware of that the staff member can provide.

Do not use inappropriate language, threats or put downs when discussing issues.

Only discuss information relevant to your child.

Keep information discussed at the meeting confidential.

At times you may wish to seek support from a friend or family member to accompany you to the meeting to discuss your concerns. This person is not expected to contribute to the meeting with descriptions of other issues.

