



WEST BEACH PRIMARY SCHOOL

Parent Grievance Procedure

Staff at West Beach Primary School endeavour to provide the very best educational outcomes for all students. Parents with a concern or grievance relating to a classroom programme, your child's progress, behavioural matters or school issue are reminded of the importance of following the school's agreed Grievance Procedures.

When a concern arises it is important to discuss the issue with the appropriate staff member first in an attempt to seek a resolution suitable to those concerned. Usually issues can be solved simply by discussing the issue respectfully and promptly with the person involved. If a suitable resolution is not reached by talking to the staff member concerned, then please make a time to speak with the Principal.

Grievance Procedure Steps:

1. Arrange a mutually agreed upon time to speak with the staff member concerned
2. Discuss the issue fairly and calmly and honestly in an attempt to reach a positive resolution
3. Allow a reasonable timeframe for the issue to be addressed
4. If the issue is not resolved, make a time to speak with the principal
5. If the issue remains unresolved parents may contact the Education Office (Felixstow Office)
6. If the issue remains unresolved parents may contact the DECD Parent Complaint Unit (Ph: 1800 677 435)

Parents with any questions regarding these Grievance Procedures are encouraged to contact the principal.