

## GRIEVANCE POLICY

Policy Number: G100-18 (R2020)

**Grievance Procedure** – raising a complaint or concern

Loxton North School promotes and values a strong partnership between parents/carers and the school. If you have any grievances, concerns or issues we encourage you to:

- Step 1 – Make an appointment to discuss concern/issue with class teacher
- Step 2 – If the issue is not resolved make an appointment with the Principal
- Step 3 – To reach a final resolution, you may need to meet with the principal more than once
- Step 4 – If the matter is not resolved contact the District Office on 08 8595 2323
- Step 5 – Contact the Education Complaint Unit by:

Email: [Education.EducationComplaint@sa.gov.au](mailto:Education.EducationComplaint@sa.gov.au)

Phone: 1800 677 435 (standard call rates apply for calls from mobile phones).

We aim to work collaboratively in providing your child a high level of personal, social and academic performance. Please refer to the school website for further details.