



Reynella South School Parent/Caregiver Grievance Procedures

Resolving Issues and Concerns

Learning – Care – Respect

To be reviewed by Governing Council and School Community in Term 1 2025 (2 Year review cycle)

The staff and community of Reynella South School are committed to providing the best possible learning outcomes for all children. We have an expectation that staff, parents and students will act in a respectful, cooperative and non-threatening manner and work amicably to resolve any issues. We have a joint responsibility to ensure that staff, children and the community are safe at all times.

From time to time, parents/caregivers may have an issue or grievance they need addressed. We require that in these situations parents and caregivers follow the school's Grievance Procedure in a **calm, respectful and confidential manner**. Please request a mutually agreeable time to speak with staff outside of teaching time and away from students. A support person can be present if prior notice is provided, and parties agree. At no time should any parent/caregiver approach another child in the school grounds to resolve issues. It is the responsibility of staff to follow up any issues with students.

