



Balaklava Primary School



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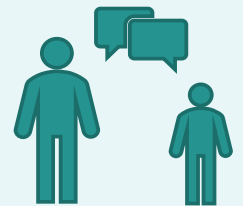
Resolving issues respectfully at Balaklava Primary School

We're committed to developing positive relationships with all members of our community and giving our best to support your child's learning and wellbeing.

To help us resolve any concerns you may have, it's important that we discuss issues in a calm and reasonable way. The below information provides guidance to parents, caregivers, and families on how to raise issues respectfully at Balaklava Primary School.

Talk to your child

- Ask questions (who, what, when, where, how, why) to find out more about the issue.
- Use this information to help decide if your child can resolve the issue themselves, or if support is needed from the [school/preschool etc].
- Providing your child opportunities to appropriately resolve an issue themselves can help build problem solving skills and resilience.



Talk to your child's teacher

- Contact your child's teacher by [email/Class Dojo etc] about the issue you want to raise.
- Depending on what the issue is and how it needs to be resolved, the teacher may:
 - work with you to establish the best course of action for your child
 - have recommendations on how you can support your child at home
 - provide information about additional support your child can access at [school/preschool etc]
 - refer the issue to a leadership team member to help resolve it.



Talk to the leadership team

- If you don't feel your concern has been resolved, or if there's a serious issue, you can discuss it with the [Principal/Director] or another member of the leadership team.
- Send an email to [Site leader email] or call the office (details below) to request an appointment.



Contact our office

- For any general questions or concerns, or if you're not sure who you need to speak with, contact our office. Our staff can connect you with the right person.
- **Phone:** Click or tap here to enter text.
- **Email:** Click or tap here to enter text.
- **Office hours:** Click or tap here to enter text.



When you can expect a response

- We aim to reply to all contact within **[number] business days**, during term time.
- Sometimes we'll need more time to gather information, plan, or set things up. Please be patient while we're working on resolving your concerns, and we'll update you as soon as possible.
- The person you need to talk to might not be available right away. Please leave a message and they'll get back to you soon, or you can ask to set up a time for a conversation when you're both available.
- We understand it may be more convenient for you to send emails outside of our regular hours. In turn, staff will respond to you when they are working.



Useful tips

- ✓ Remaining calm and respectful when talking with staff will ensure your point of view and concerns are heard. It's never OK to shout, abuse or insult people, or make threats.
- ✓ Provide factual details about the issue, including things like dates and names of people involved, and what resolution you are seeking.
- ✓ Keep an open mind and be aware that there may be different views and perspectives about a situation.
- ✓ Sometimes it can feel overwhelming to discuss issues you're concerned about in-person. You may prefer to write them in an email, or you are welcome to bring a support person or advocate when talking with staff – please just let us know before we meet.
- ✓ We can only follow up on issues that we're aware of. It's not helpful to air grievances to other parents or on social media. Instead, report your concern to staff directly so we can work with you to resolve it.
- ✓ You only need to email or speak with 1 staff member, who will follow up or refer it to the person who can help. Please don't raise the same issue with multiple staff.
- ✓ If you're concerned about another child's or parent's behaviour, report it to staff. It's not appropriate to approach children or their families to raise issues with them.
- ✓ For privacy reasons we can't give you any information about other children or families, but please feel reassured that we will follow up issues and take appropriate action.

More information and support

- If you're not satisfied with how we've managed your concerns, you can contact the Department for Education's Customer Feedback team for help.
- They can assist you with advice about the issues you've raised and liaise with us on your behalf to ensure all resolution options have been explored.
- **Make a complaint online:** <https://schools-sa.my.site.com/CFU/s/>
- **Phone:** 1800 677 435 (free call)
- **Email:** education.complaints@sa.gov.au



See the grievance procedure on our website or the [Raising a complaint with the Department for Education](#) factsheet for more information about complaint processes.