



Mark Oliphant College

Parent Guide to raising a concern or complaint

Education and quality care are vital for your child's success at MOC

We are committed to delivering high quality education and care. Working with you to resolve any concerns or complaints is a key part of how we will deliver on this commitment.

We recognise that sometimes things go wrong and you may feel that your expectations for your child are not being met.

If you have an unresolved issue or a complaint, then you are encouraged to raise it. It is important to work together, talk, listen and find solutions so that we can improve your child's experience and learning, and improve our services to the community.

While this guide aims to help you raise concerns, keep in mind that we also welcome your positive feedback and compliments, which can sometimes be overlooked in our busy lives.

About concerns or complaints

A complaint may be made by a parent if they think that the school has, for example:

- done something wrong
- failed to do something it should have done
- acted unfairly or impolitely.

Your concern or complaint may be about:

- the type, level or quality of services
- the behaviour and decisions of staff
- a policy, procedure or practice.

Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

Examples of this are

- When requested by the police to interview a child /young person. Parents do not have to be notified.
- Allegations relating to a child protection matter must be referred to Child Abuse Report Line and in some cases also to the police.
- Any involvement with drugs or weapons by a student – the police must be contacted and will attend

What to do if you have a complaint

So that we can all work together to get the best outcome for your child, there are some simple steps to follow if you have a concern or complaint about something at MOC. The flowchart over the page outlines these protocols.

Keep in mind that you are welcome to contact the Department for Education and Child Development's Education Complaint Unit hotline on 1800 677 435 at any time for discussion or advice. In addition on our website and in the front foyer you will find the DECD *Parent Guide to raising a concern or complaint*.

At all times we expect these meetings, phone calls to be conducted in a productive manner. Violence, threatening behaviour, swearing and abuse against school staff or other members of the school community will not be tolerated.

All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in schools. Where such behaviour does occur, the phone call will be politely finished and/or the meeting terminated with the person exhibiting these behaviours asked to leave and the staff member will walk away.

If at any time the behaviours persist SAPOL will be called and a report made. Depending on the severity and/or frequency of the unacceptable behaviours further consequences may result.

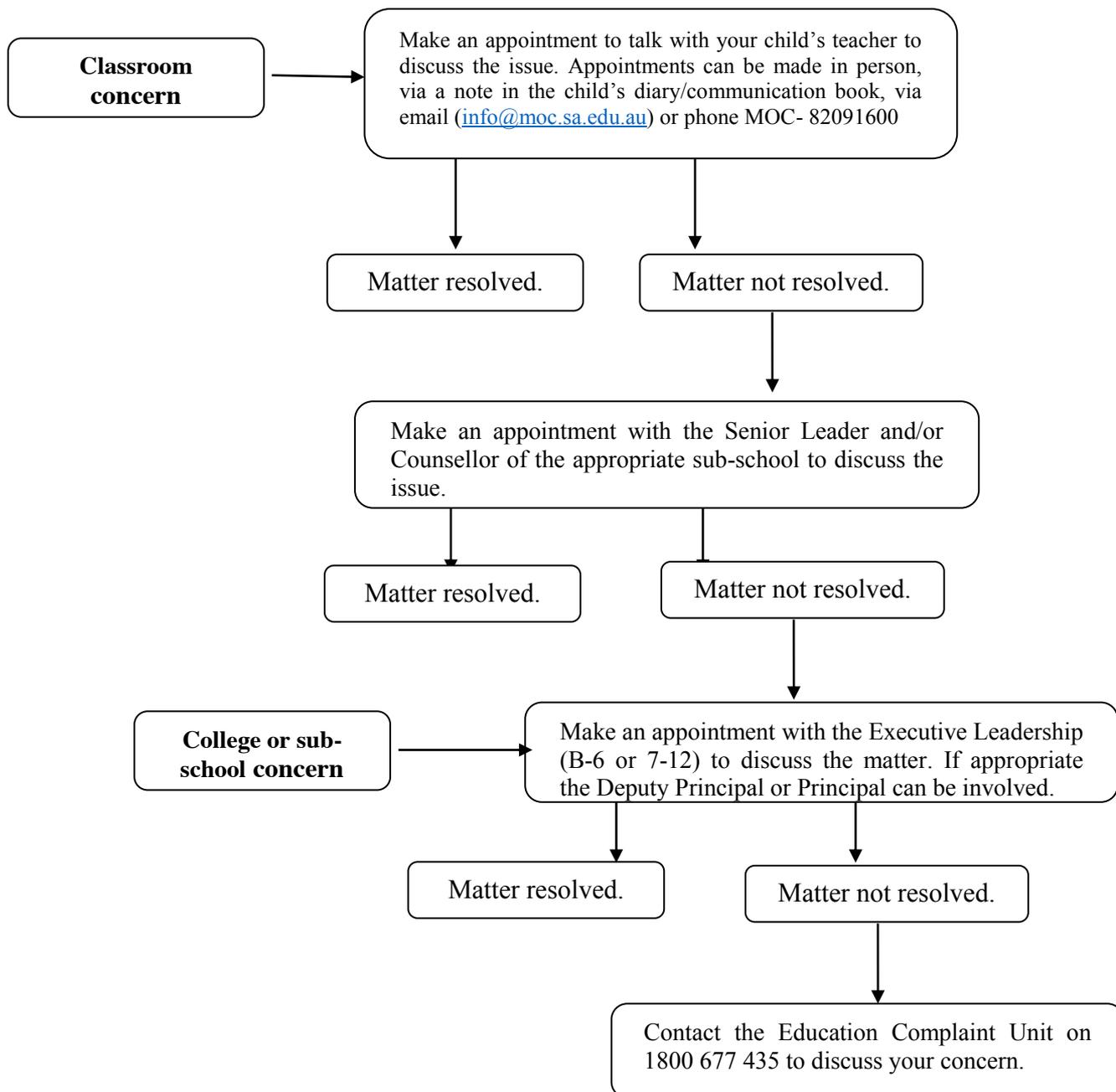
Thank you for your support as we all want to resolve each and every matter respectfully and effectively. Please note a copy of the brochure: *Parent Guide to raising a concern or complaint* is available from MOC Reception or from the link on the home page of our website: www.moc.sa.edu.au

Lynne Symons
28/01/2015

FLOWCHART

If you have any concerns or issues regarding your child's learning or wellbeing at MOC please follow these steps to resolve them.

We ask that you take issues up at the classroom / subject teacher level first where ever possible.



A copy of the brochure: *Parent Guide to raising a concern or complaint* is available from MOC Reception or from the link on the home page of our website; www.moc.sa.edu.au