

Mawson Lakes School

Parent Complaint Policy



At Mawson Lakes School, we are committed to delivering high quality education. Working collaboratively and respectfully with parents, staff and students to resolve any concerns or complaints is a key part of how we will deliver on this commitment, thus maximising your child's experiences and learning, and improving our services.

Our Grievance Procedures outline processes to support students, parents and staff to work through any grievances that may arise. In addition, we provide the following procedures specifically for parents who feel they have an unresolved issue or a complaint they wish to raise.

While this guide aims to help you raise concerns, we also welcome your positive feedback and compliments.

Principles of our policy

- Confidentiality is essential
- A resolution which is satisfactory to all parties concerned will be sought
- Meetings to discuss grievances will be suspended if any person(s) behave(s) in an insulting or offensive manner



Parent Complaint Process

Classroom Concern

Contact class teacher

Arrange a time to speak to the relevant teacher(s) about the problem.

Please do not enter school classrooms or offices about a major grievance to see staff without prior arrangement.

Concern resolved? → ES



Contact School Management Team

Arrange a time to speak with a member of the School Management Team. (8260 1681)

Concern resolved? → YES



Contact Parent Complaint Unit of the Department for Education and Child Development. 1800 677 435 (Freecall)
DECD.parentcomplaint@sa.gov.au
www.decd.sa.gov.au/parentcomplaint

School-wide Concern

Contact School Management Team

Arrange a time to speak with a member of the School Management Team. (8260 1681)

Concern resolved? → YES



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