

Our Governing Council

The purpose of Governing Council is to strengthen and support education through the involvement of the entire school community in the governance of the school.

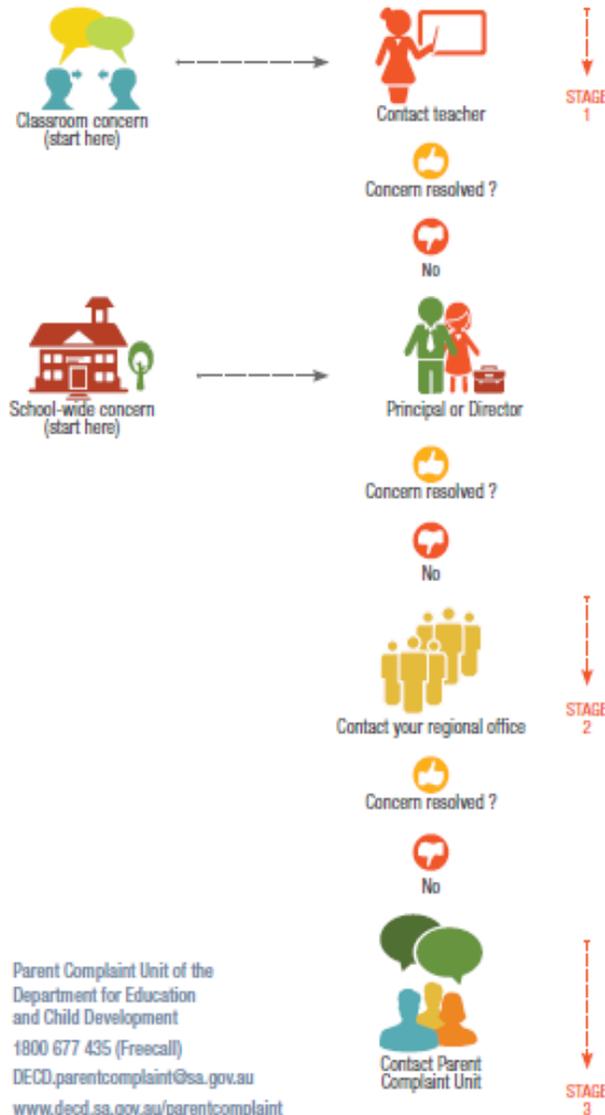
A critical role within this is to ensure that the care and learning needs of all the students remain central to all decisions made.

In consultation with the principal, parents, care givers and staff Governing Council

1. Establishes the school's visions and broad directions.
2. Set priorities
3. Oversees strategic and resource planning, including human resources and facilities
4. Encourages wider school community involvement in decisions and processes.

On matters which are of a school governance nature, policy, parking, school facilities etc a letter or email to info@hahndorfps.sa.edu.au, addressed to our Governing Council Chairperson ,Mr. Danny Mucci, may also be an appropriate avenue towards a resolution.

How to get help with a concern or complaint



Hahndorf

primary school | preschool

Building Respectful Relationships, Rigour in Learning and Resilience For Life

Parent / Carer guide to raising a concern or a complaint



Government of South Australia

Department for Education and Child Development

A guide to raising a concern or complaint

We all expect quality and expert care and teaching for your child in order that they achieve their potential. Working together will give us the best chance of solving a problem that may arise during your child's years at Hahndorf Primary School and Preschool.

We also recognise that at times things may go wrong. If you have a concern or a complaint, we want you to let us know. It's important to learn from mistakes or misunderstandings so that we can improve your child's experience and learning, and also improve processes where possible.

About complaints or concerns

This information may be helpful in explaining what a complaint is:

A complaint may be made by a parent or carer 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 service
- ⇒ 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.

Steps in working through a complaint

1. The first step in working through a complaint is to talk to the staff member involved, then to the Deputy Principal or Principal if you are still not happy.
2. In the event that you are still not satisfied, you can contact the Regional Office (DECD Adelaide Hills Region on 83914705).
3. In the unlikely event that the matter has not been addressed to your satisfaction, you can contact the DECD Parent Complaint Unit www.decd.sa.gov.au/parentcomplaint or email DECD.parentcomplaint@sa.gov.au. **There is also a Freecall number 1800 677 435.**

Please read the attached *Parent Guide to Raising a Concern or Complaint* brochure. Steps guiding how complaints should be made are explained in the brochure. Use this guide to help you think through what you are concerned about and how to resolve the matter respectfully and effectively

You are also able to contact the DECD Complaint Unit at any time to talk through your concerns.