



Evanston Gardens Primary School

Feedback and Complaints Procedure

From time to time members of the school community may have feedback, concerns or complaints in relation to the school. Evanston Gardens Primary School staff value the relationships we build with our community. If we work together – it's easier to find a solution.

Positive Feedback

The school is appreciative of positive feedback. This can be emailed to dl.0142.admin@schools.sa.edu.au, sent via site platforms such as SeeSaw, or you may like to recognise a staff member through the Department for Education's 'ThankED' platform [Submit a ThankED message](https://www.education.sa.gov.au/webforms/thanked) ([education.sa.gov.au](https://www.education.sa.gov.au)) <https://www.education.sa.gov.au/webforms/thanked>.

Concerns or complaints

1. Parents, carers and community members are encouraged to make a time to meet respectfully with the staff member(s) involved in the first instance, for example, a teacher, to discuss the matter.
2. If you are not fully satisfied with the outcome, or you feel it is more appropriate, please telephone or email the school on 8522 2082 or dl.0142.admin@schools.sa.edu.au and make a time to meet with a member of the leadership team to discuss your concerns.
3. If you feel your matter has not been addressed by the school leadership, you can contact the Customer Feedback Unit via the [online feedback and complaints form](https://schools-sa.force.com/CFU/s/) <https://schools-sa.force.com/CFU/s/> or give details to a Customer Service Officer on the phone at 1800 677 435.

Principles in addressing concerns or complaints

- If you need to share a complaint or a concern, we recommend reflecting before arranging to meet and consider summarising the main points you would like to discuss. You may bring an interpreter or support person if required.
- If the issue is about a student of the school all adults must approach a staff member to address the concern, not the student.
- We do not endorse approaching other families directly with concerns about student behaviour. All concerns should be directed to school staff.
- Please allow a reasonable timeframe for your matter to be addressed.
- Our staff will make every effort to resolve matters where possible. This may involve us needing to seek more information. We will always aim to keep you informed as to our actions and the outcome of processes.
- Everyone involved in a complaint must be courteous and respectful to each other. Behaviour that is aggressive, violent, disrespectful or abusive will not be tolerated. If any member of the community behaves in an inappropriate manner, meetings/phone calls will be ceased immediately and further action may be taken.

Further Information and Related Policies

- Department for Education - Feedback and Complaints <https://www.education.sa.gov.au/departments/feedback-and-complaints>
- Evanston Gardens Primary School Behaviour Education Policy [Documents - Evanston Gardens Primary School \(evandns.sa.edu.au\)](https://www.evandns.sa.edu.au)
- Evanston Gardens Primary School Anti-Bullying Policy [Documents - Evanston Gardens Primary School \(evandns.sa.edu.au\)](https://www.evandns.sa.edu.au)