



BROMPTON PRIMARY SCHOOL

SCHOOL COMMUNITY

ISSUE RESOLUTION PROCEDURE

Current as of March 2020
Governing Council ratified 19 March 2020

CLASSROOM ISSUE
regarding student, parent or staff relationships

GENERAL SCHOOL MATTER
regarding administrative or policy issues, such as fees, uniform

Reflect on the issue or concern.
Clearly identify issues and the resolution you are after. Make personal notes to

Contact classroom teacher directly
(before or after school) or ring the front desk on 83463701 to make an appointment

Meet with those concerned to discuss and attempt to resolve your complaint

The issue is resolved

The issue remains unresolved

Make an appointment to speak with the Principal
Advise the issues you want to raise. Phone the front office on 83463701 to make an appointment or email Tina.Treffers145@schools.sa.edu.au

Discuss your grievance and attempt to

The issue remains unresolved

The issue is resolved

If unable to resolve the complaint through the above steps, you may wish to direct your concerns to the
Customer Feedback Unit
Phone: 1800 677 435
or email
education.educationcomplaint@sa.gov.au

If more support is needed you may choose to seek independent advice from
Ombudsman SA
Phone: 1800 182 153

