



The Primary Schools Music Festival is committed to delivering high quality education and care. Working with you to resolve any concerns or complaints is a 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 issues or complaints, 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 where required.

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.

Use this guide to help you think about what you are concerned about and how to resolved the matter respectfully and effectively.

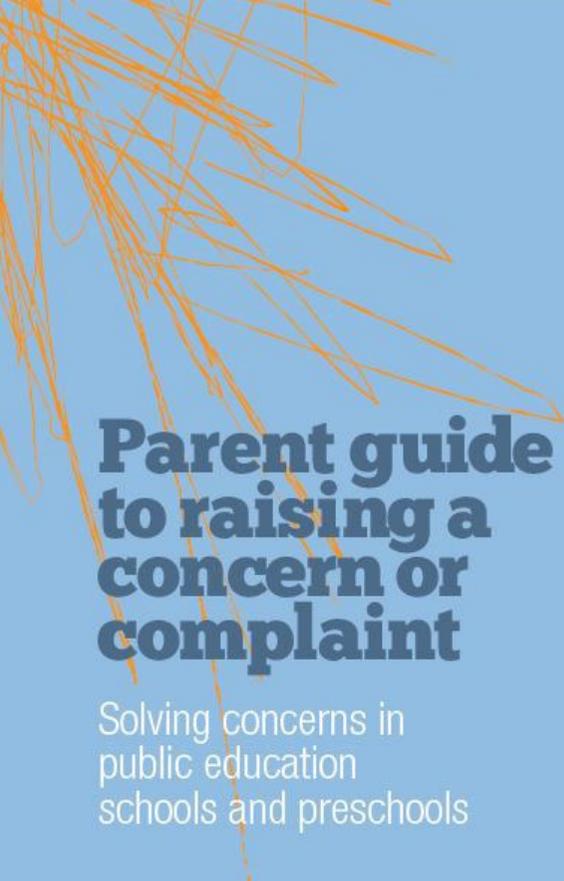


## Primary Schools' Music Festival

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# Parent guide to raising a concern or complaint

Solving concerns in public education schools and preschools



Government of South Australia  
Department for Education and Child Development

At the Primary Schools Music Festival we acknowledge that issues may arise which need clarifying or cause concern for parents. We welcome and seek parent and community feedback and provide opportunities for parents to raise and discuss their concerns and will seek to resolve the concerns or complaints raised in a fair, respectful and timely manner.

We recognise that an effective partnership between staff and parents based on clear, open two-way communication is a crucial factor in student success.

### **Guidelines for raising a concern or complaint**

- Raise the issue with the Primary Schools Music Festival, bearing in mind that you have one side of an issue.
- Be prepared to talk specifics.
- Parents may use an advocate to assist them in raising an issue.
- The issue needs to be kept confidential. At times, you may seek support from friends to gauge their reaction. It is important to do this wisely and confidentially.
- At all times, it is important for the student's sake that the PSMF and the staff member are not criticised in the student's hearing.
- When a grievance is discussed, the student involved needs to hear that there is confidence that it will be resolved at the PSMF level.
- The PSMF can only deal with issues that are raised in this way. If we are not approached about any concerns, then we assume that all is well.
- All personal matters need to be raised in a confidential manner directly with the school.

## **Stage 1 – Talk to the Festival of Music Support Service**

**Step 1** Appointment made by parents with the staff member concerned.

(This makes the most productive use of the time available - the staff member is free to give you their full attention.)

**Step 2** If not satisfied with the outcome of the discussion with the staff member concerned, make an appointment with the Manager on 8261 5438. (Let them know what subject matter is going to be raised as this can shorten the procedures.)

**Step 3** Meet with the Manager. This would usually be followed up with a phone call at later times to monitor the situation. It may also result in a further discussion with the parents, staff member or the Principal of the child's school.

**Step 4** If the problem is still apparent a further meeting will be arranged between parents, Manager and staff member involved.

## **Stage 2 – Contact State Office**

**Step 5** If after Steps 1-4, parents still feel dissatisfied, contact the State Office – Manager, Music Programs on 8226 1000, who will support a resolution of the situation.

## **Stage 3 – Parent Complaints Unit**

**Step 6** If the concern remains unresolved, parents may contact the Parent Complaints Unit on 1800 677 435.

## **How to get help with a concern or complaint**

