

### Our School Mission

Horizon Christian School's mission is to journey faithfully with God and inspire a love of learning as we nurture partnerships in our school community to bring the light, hope and truth of Jesus to all.

### School commitment

The School is committed to appropriately address any concerns or complaints raised by parents. A concern or complaint may be made if a parent thinks, the School has done something wrong, has failed to do something it should have done, or has acted unfairly or improperly. This may relate to the type, level, or quality of a service, the behaviour or decisions of staff members, a policy, procedure or practice of the School.

### What to do if there is a concern or complaint

1. Speak to the right person.

It is imperative that if a concern or complaint involves other School children, that parents must contact the School and under no circumstances approach the other child or their family members directly.

If a concern or complaint is to do with normal classroom activity (including during recess and lunch breaks, excursions and special days such as Sports Days) parents should contact the staff member involved by phone or email, or arrange for an appointment to speak with them.

If the complaint is of a more serious nature, it needs to be brought to the attention of the departmental head in the relevant area. Parents can contact the School Office to make an appointment.

The chart below identifies who to contact regarding certain complaints:

Issue	Who to contact	How
General enquiries, fee payment	Administration Staff	Telephone, email or by presenting at the School Office
Classroom activities, class curriculum, friendship issues, general concerns	Student's Class or Home Group Teacher	Telephone, email, or arrange an appointment
Complex student issues, student welfare, School curriculum, staff members	Heads of Schools	Telephone, email or arrange an appointment *
School fees	Debtors Clerk or Business Manager	Telephone, email or arrange an appointment *
School Policy or Management	Principal or Head of School	Telephone, email or arrange an appointment *

\* Please note: Heads of Schools, managers and the Principal must have pre-arranged appointments to meet with them. The School Office can assist with this.

It should be noted that neither the Minister for Education and Child Development nor the Department for Education and Child Development has any power or authority to directly intervene in any complaint relating to the operations of a non-government school. The Education and Early Childhood Standards and Registration Board will refer complaints back to the School to deal with. Similarly, the Association of Independent Schools South Australia (AISSA) has no power or authority to deal with complaints regarding the School.



## 2. Be proactive and accurate

All parties have the best chance of a good resolution when concerns are raised as soon as possible after the issue occurs.

## 3. Be respectful when negotiating

It is important to respect all parties involved in the discussion. Discussions should be kept confidential. It is important to understand other people's perspectives. The school endeavors to balance the rights and responsibilities of all parties involved.

### **School commitment to addressing concerns or complaints**

The School is committed to the following practices in addressing complaints:

- Ensuring the Parent Complaint Handling policy is available on the school website.
- Giving parties opportunity to express a complaint in a respectful, understanding manner.
- Dealing with concerns or complaints in a timely and professional manner:
  - Making every reasonable effort to resolve concerns or complaints as is reasonably possible.
  - Providing communication regarding progress in the event the resolution of a concern or complaint is going to be prolonged.
- Seeking advice and support for complex issues.
- Respecting the privacy and confidentiality of all parties involved.
- Listening to parent feedback where the School's community is concerned.