



Grievances, Complaints and Feedback

The Grievances, Complaints and Feedback policy applies to all financial members, volunteers and employees ('members') of Balgownie Public School P&C Association ('P&C Association') while undertaking any role or activity related to the Balgownie Public School P&C Association.

The Association is committed to handling concerns fairly, respectfully and in accordance with its Constitution, By-Laws and Code of Conduct.

1. Reporting Pathways

1.1 *Written complaints*

Parents and carers are encouraged to raise any grievances, complaints or feedback directly with the President of the Association in writing.

When making a complaint, please indicate whether:

- you would like the matter discussed at an Association meeting, or
- you wish the matter to remain confidential.

Complaints should be made on your own behalf and relate directly to the person raising the concern.

If a complaint relates to the President, it should be referred to the next Executive Officer of the Association.

1.2 *Raising concerns at a meeting*

- Concerns may be raised at an Association meeting.
- At least 48 hours notice should be provided to allow inclusion on the agenda
- All matters raised publicly must respect the rights of others and follow appropriate meeting conduct.

1.3 *Matters outside P&C responsibility*

Complaints regarding teaching staff, curriculum or school management will be referred to the School Principal

2. Sanctioning a member or officer of the association

Where a member breaches the Constitution, By-Laws or other adopted and approved Balgownie P&C Policies, the President (with Vice Presidents' majority agreement) may apply the following processes;

- First breach – counselling
- Second breach – counselling and a formal warning
- Third breach – action to be implemented

Actions may include:

- removal from office
- demotion to general member
- mandatory training



If the matter concerns the President or the Vice President, the School Principal will act.

Any person subject to a sanction may request a formal review of the decision at a general meeting of the Association.

3. Confidentiality

All complaints will be handled with appropriate discretion.

Where confidentiality is requested;

- The information will only be shared with those to resolve the matter
- The identity of children will never be disclosed

4. Document Information and Review

This document will be reviewed by the Custodian on an annual basis. Any updates to this policy must be adopted or approved at a general or special meeting before becoming effective. Seven days' notice is required for adoption or alteration.

Custodian: P&C President or agreed delegate

Next review due: April 2027

Version	Changes made	Prepared by	Reviewed by	Date Adopted
Draft	Creation with content taken from BPS P&C Association 2021 By Laws	Eleisa Cajna 28/1/2026	Ashley Hally-Burton, Julia King	-
Version 2	Updates to simplify language	Ashley Hally-Burton 9/2/26	Eleisa Cajna	-
Version 3	Updates to simplify	Eleisa Cajna	BPS P&C Association Members	6 May 2026 at Association General Meeting
BPS PC Complaints and Grievances 2026	Remove draft watermark and update document name	Eleisa Cajna		