



Complaints Guidelines.

Purpose:

To inform parent of how they can make a complaint at our school

Aims:

- To ensure a safe and cooperative working environment for all staff, students and parents.
- To inform parents and carers of the correct procedures should a complaint arise.

Implementation:

How do I raise and issue or complaint?

Clarify

- Be clear of the issue you want to discuss.
- Focus on how this affects your child.
- Remain calm and remember you may not have all the facts correct and be wary of gossip

Contact

- If the issue involves the everyday running of the classroom, make a time to see the class teacher. Please do this in advance or well before the school day starts
- Some issues may just need a phone call. This may be the case when a child comes home upset from school. A call to the school may resolve the issue quickly. Teachers are not always aware of an issue that may have occurred and they need this information to make follow ups
- An appointment with the Principal should be made to discuss issues involving school policy, operations beyond your child's classroom, and concerns about staff, or grievances that may not be easily resolved
- All issues will be kept as confidential in accordance with the schools privacy policy

Where to next?

- The principal will provide appropriate departmental contact names and phone numbers
- The parent will be provided with a time frame in which the complaint will be heard and resolved

Remember:

- The school should always be your first point of contact
- Concerns are best resolved at the school.
- It may not always be possible to resolve an issue to your complete satisfaction but be assured that we will work at providing the best outcome for all parties.

The schools Responsibility:

- It is the responsibility of the school to respond to and address (letter or email) and verbal (face to face or phone) complaints raised by parents from their school community

Complaint escalation:

- Parents are able to take their complaint to the Victorian Ombudsman if they are dissatisfied with the outcomes or response from the Department, or if they feel their complaint is not being handled properly or in a timely manner.
- When a parent is not satisfied with the manner in which their complaint that has been treated by the school or their complaint is about the principal of the school, the parent can contact their local region.
- It may not always be possible to resolve all complaints to the parent's satisfaction. This could happen when the nature of the issue raised in the complaint is governed by the Departments policies or guidelines or if the parent has unrealistic expectations about the outcome of their complaint
- Please see the parent complaint flowchart for clarification of the correct process to follow

Further information and guidance can be found at :

<http://www.education.vic.gov.au/Documents/school/principals/spag/community/policyparentsconcerns.pdf>

Evaluation: This policy will be reviewed as part of the school's 3 year cycle review. This policy was ratified by school council on 16/03/2017