



PARENT CONCERNS & COMPLAINTS

POLICY

Rationale:

Woodville Primary School's values are: Respect, Responsibility, Courtesy and Cooperation. These provide the framework within which high standards of conduct are maintained between staff, parents and students at all times. Within this framework it is the school's responsibility to manage and resolve parent complaints fairly, efficiently and properly and in accordance with the relative legislation.

Our values are demonstrated by the school in relation to addressing parent concerns and complaints by:

- Providing a safe and supportive school culture and learning environment
- Building positive relationships between students, parents and staff
- Providing a safe working environment for staff
- Promoting a partnership between home and school

Aims:

To provide a safe and supportive environment where all are free to express concerns knowing they will be dealt with in a fair, consistent and respectful manner.

Implementation:

When addressing parent/guardian concerns or complaints, the Department and its schools must:

- abide by relevant regulatory and legislative frameworks
- maintain confidentiality
- balance the rights and responsibilities of all parties
- ensure all parties are aware of their right to advocacy
- act in a manner that seeks to achieve an outcome acceptable to all parties.

See Parent Concern or Complaint process (Appendix A)

How the complaint will be handled:

- Complaints will be handled promptly, confidentially and in accordance with procedural fairness
- Person who is the subject of a complaint, who made a complaint or provided information in the course of an investigation into a complaint shall not be subject to prejudice, intimidation, and harassment or be subject to any detriment because of their involvement.

Monitoring:

- The school will establish and maintain a system to record and monitor complaints and their resolutions.
- However, in the first instance, when the complaint is easily resolved in a telephone call or brief meeting, a brief note in the school's/principal's/teacher's diary recording the issue and the resolution is enough.

Evaluation:

- This policy will be reviewed as part of the school's three-year review cycle.

This policy was last ratified by School Council in....

June 2014

APPENDIX A

PARENT CONCERN OR COMPLAINT PROCESS

Step 1: Clarify the issue (what is your concern or complaint?)

Before you approach the school or your child's teacher:

- be clear about the topic or issue you want to discuss
- focus on the things that are genuinely affecting your child
- always remain calm and remember you may not have all the facts relating to the circumstances of the topic or issue you wish to discuss
- think about what would be an acceptable outcome for you and your child
- be informed; check the departments policies or guidelines, where relevant

Make an appointment to speak to the following people to help resolve the concern or complaint. Go to.....

Your child's teacher if your concerns relate to student learning and/or specific student incidents in the teacher's /child's group or grade

The team leader if your concerns involve students from other classes

An Assistant Principal if your concerns or complaints relate to complex student issues

The Principal if your concerns or complaints relate to school policy, school management, staff members, other parents or very complex student issues

Step 2 – Review or Investigation at School Level

- Ensures that all parties in a disputed complaint are aware of their entitlement to support through an advocate. An advocate can be a friend or colleague or an unpaid support person provided through an appropriate agency.
- The class teacher or Team Leader, together with any others who may be involved, should be given a reasonable amount of time to take the steps required to resolve or address your concerns. Remember, it may not always be possible to resolve an issue to your complete satisfaction.
- Staff will communicate the outcomes of concerns and complaints, where possible to all relevant parties.
- If applicable, staff will work with you to establish an agreed plan of action and timeline.
- The principal can reject a complaint that in their opinion is vexatious, or without substance, or does not warrant further action.
- Modifies other school policies and procedures as required as a result of addressing concerns and complaints.

Your complaint **has** been resolved, dismissed or addressed

Your complaint **has not** been resolved or you are not satisfied with the resolution

Step 3 – Contact may be made with the DEECD Regional Office (SWVR)

- If you feel that your concern or complaint has not been dealt with satisfactorily, and after speaking to the Principal you may contact the DEECD Regional Office – South West Victoria Region

Step 4 – The Department's Central Office

- Contact with the Department's central office should only take place if all other steps have not led to a satisfactory resolution. Where possible, all contact should be in writing.
- If it is clear that you have not followed the above steps your letter (and your complaint) will be sent to the relevant Regional Office. You will be contacted if this occurs.