

COMPLAINTS MANAGEMENT POLICY

Rationale:

Every school needs to educate staff and the community in regard to appropriate procedures and protocols for raising issues and concerns at the local level. In addition schools should ensure that school community members fully understand their rights and responsibilities.

All issues and complaints should be resolved at the school level if possible with the principal the key person involved in seeking a satisfactory outcome.

Aims:

- negotiated and agreed process to minimize/manage conflict
- clarity in relationships, policy, roles and processes
- systematic management and defusing of potential incidents with prompt follow up action
- appropriate professional development in conflict management and related areas

Underlying Principles:

- The process is accessible to all aggrieved parties and is underpinned by a commitment to cooperation on the part of the Department's staff.
- Resolution at the local level is preferred, wherever it is appropriate to do so.
- Procedural fairness is afforded to all parties.
- The subject of the complaint is informed of the substance of the complaint.
- Vexatious, trivial or previously finalised issues are not pursued.
- Warranted investigation will be pursued with or without the active involvement of the complainant.
- Confidentiality is maintained, to the extent consistent with legislative requirements and the other principles in this section.
- Complaints and disputes are monitored and their management evaluated so as to reduce the occurrence of systemic and recurring problems.
- In all matters the educational well-being of students is the first priority.
- All persons in the school community including students, parents, administrators, teachers and support staff, have a right to be treated with respect and courtesy.
- Complainants are able to make inquiries, raise concerns or lodge complaints about the provision of education and the conduct of Department staff and have them dealt with efficiently, fairly and promptly.
- Processes are to be straightforward and operate within the regulatory framework of the Department.
- Information about the process for raising concerns and making inquiries or complaints is to be available to parents, students and members of the local community

Implementation:

The following procedure should be used to assist parents in addressing any concerns within the school community. These procedures have been developed in consultation with the school community and approved by school council:

1. Most of the information you are seeking is available from your child's teacher. He or she will be able to clarify most matters expediently. You child's teacher will seek further information from their area facilitators, Leading Teachers or Assistant Principal/Principal.
2. Raise the matter by verbal, written, or telephone communication to the school. Please remember that the person you wish to speak to (Principal, Assistant Principal, Year Level Coordinator or teacher) may have other commitments at the time of your communication. You should make an appointment to see the appropriate person especially if the matter is of a serious nature. Outline the seriousness of your issue with the person you initially speak to if you believe an urgent response is necessary.
3. If you feel the issue is not resolved make an appointment to see the Assistant Principal/Principal. Inform them of the nature of the issue when you make the appointment.
4. Following your meeting with the Assistant Principal/ Principal you may need to:
 - provide further information
 - be available for further discussion with appropriate people within the school.

Evaluation:

This policy will be reviewed as part of the School's Policy Review cycle.