

PARENT COMPLAINTS POLICY

Rationale:

- A timely and professional response to parent complaints is an effective means of encouraging communication, building trust and resolving issues for the benefit of all concerned.

Aims:

- To develop and implement a process by which parents can confidently raise concerns in the knowledge that they will be listened to and their concerns will be professionally managed in a timely, confidential and appropriate manner.

Implementation:

- Relationships with parents are important to us. We take complaints raised by parents seriously.
- Parents making complaints should not address the issue themselves within the school environment but should contact the school at their earliest convenience.
- Parents can contact the school by telephone, in person or in writing. Parents are discouraged from making complaints by email as it can be impossible to authenticate the identity of the person writing the email.
- Parents visiting the school to make a complaint are advised that it is unlikely that staff will be immediately available to investigate the complaint. However, details regarding the complaint can be taken by the Principal or Assistant Principal. Alternatively, office staff can make an appointment for the parent to meet with the appropriate person to discuss their concerns.
- Parents making complaints are to be well-behaved, confidential and courteous. Parents who are unreasonable, threatening or discourteous can expect their discussions with staff to be terminated until such time as an alternative time is arranged by the school.
- The school will record the details of all complaints including the name and contact details of the persons making the complaints.
- The principal will determine whether or not a complaint will be investigated.
- The school will provide a qualified interpreter when required.
- If the complaint is beyond the capacity or jurisdiction of the school, the matter will be referred to the appropriate authority and the parent will be informed of the referral.
- Parents discussing complaints with staff may be accompanied by an advocate if they wish.
- Staff discussing complaints with a parent may be accompanied by an advocate if they wish.
- Any investigation conducted by the school will be done so in a timely, efficient and confidential manner.
- If in the view of the parent the matter remains unresolved, the parent will be provided with details as to how they can refer the matter to the Department of Education and Early Childhood Development (DEECD).
- All records of parent complaints, subsequent investigations and outcomes will be stored in the principal's office.
- All staff will be made aware of our school's complaints handling procedures and will be supported with training on how to minimise, respond to, and manage parent complaints.

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....

October 2013