



## PARENT COMPLAINTS POLICY

### BACKGROUND

Camelot Rise Primary School's values are: Respect, Responsibility, Resilience and Optimism. 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

### 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 (OVERLEAF)

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

# 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 specific student incidents in the teacher's class or group.

**The Year Level Coordinator** if your concerns involve students from other classes

The **Assistant Principal** if your concerns or complaints relate to staff members or complex student issues

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

## Step 2: Review or investigation at the 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 Year Level Coordinator, 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.

Concern or complaint **has** been resolved, dismissed or addressed.

Concern or complaint **has not** been resolved

## Step 3: Contact may be made to The Department of Education and Early Childhood Education (DET)

- If you still feel that your complaint has not been addressed satisfactorily after speaking to the Principal, you can then contact DEECD- Eastern 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 happens.

**EVALUATION**

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

**RELEVANT DOCUMENTS AND LINKS**

**CERTIFICATION**

This policy was endorsed by School Council at the meeting held on August 15<sup>th</sup> 2018.

Signed.....  
Principal

Signed.....  
School Council President