

COMPLAINTS AND CONCERNS

POLICY

Purpose and Rationale for Policy.

The policy is designed to ensure that when complaints and concerns are raised that the focus of the process and outcome is always in the best interest of the student.

It establishes that stakeholders in this process have different roles and responsibilities in achieving this outcome and that dignity and respect for those different roles and perspectives are paramount.

It highlights that concerns and complaints are best addressed by students, parents, teachers, principals and support staff work in partnership.

Policy Statement-Guidelines

- This policy acknowledges there are defined rights and responsibilities when a complaint or concern is raised in the school.
- That a set of defined and agreed procedures will be used when dealing with concerns and complaints
- That such concerns and complaints will be addressed promptly, consistently and fairly.
- That by following established procedures that staff, parents and students can be confident that concerns and complaints will be dealt with in an environment of dignity and respect.
- It contributes to providing a safe and supportive learning environment for all.
- It is a key aspect in providing a safe working environment for staff.

Implementation.

1. The implementation of the policy is the responsibility of the Principal. Specific aspects of the policy will be defined and delegated.
2. A set of procedures accompany the policy and define:
 - The Annual school procedural actions
 - School processes to respond to a concern or complaint. This includes addressing the complaint and outcomes and remedies
 - The school record keeping process and expectation
3. A set of notes detailing advice and support for parents in the concerns and complaints process will be available. In general terms this provides advice and information on:
 - The ways to raise a concern or complaint
 - Assistance in making the complaint

4. The policy and procedures will be introduced to all staff at the beginning of each year.
5. A policy pamphlet will be made available to all parents each year.
6. The policy and procedures will be available to all parents on request.

Evaluation and Review.

- The policy and procedures will be reviewed each year.
- This will be the responsibility of the Principal with recommendations and changes being provided to (school council sub committee).
- The school council will renew the policy by March of each year.
- The school community will participate in the review of the policy and procedures.

Definitions

- The procedures will provides definitions for:
 - What is a concern or a complaint?
 - Who is a parent?
 - The concerns and complaints covered by the policy

References for the Policy

The information contained within these notes has been provided by the Department of Education and Early Childhood (DEECD) and can be located at:

www.education.vic.gov.au/parentcomplaints

and the Office for Government School Education booklet:

Addressing Parents' concerns and complaints effectively. Policy and Guides