

Parent & Community Complaints Policy

Bolwarra Primary School

1.0 Rationale:

1.1 Positive, clear and effective processes for resolving grievances between the school and community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment.

2.0 Aims:

2.1 To provide clear, positive and fair processes that allow complaints and grievances to be aired and resolved in a timely and effectively manner.

3.0 Implementation:

3.1 Our school prides itself on clear, consultative and open communication.

3.2 While we accept our responsibility to consult, and to communicate both clearly and effectively with the community, parents and community members also have an obligation to read notices and newsletters, to attend briefings, to seek clarification, when required and to follow school policies and procedures.

3.3 There may, however, still be times when members of the community disagree or are confused about the things that we are doing. When this occurs the members of the community will be given the opportunity to meet with the Principal to express their concerns. They will also be provided with the opportunity to write to the School Council to express their views, to provide feedback or to offer suggestions. This letter will be followed up by the Principal.

3.4 If a member of the School Council are approached with a complaint.

- If the complaint has no relation to School Council matters then they should be advised to take the complaint to the Principal
- If the complaint/concern relates to School Council business, then the matter should be brought to the attention of Council via a written letter and discussed at Council level. The Principal would then contact the complaint advising how the matter has been handled.

3.5 It is essential that the established process as outlined below is followed to resolve grievances or to deal with complaints:

- 3.5.1 Try to establish the facts as clearly possible. Be wary of third hand information or gossip.

- 3.5.2 If the matter involves your child or an issue of everyday class operation, make an appointment to see their classroom teacher, detailing the reasons for the appointment.
- 3.5.3 The appointment will be made at a time convenient to both parties.
- 3.5.4 If a discussion with the teacher does not resolve the matter, contact the office and a meeting will be organised with the Principal.
- 3.5.5 If the matter of concern relates to school policy, operations beyond your child's classroom, concerns about staff, or grievances that are probably not easily resolved, then contact the office and arrange a meeting with the Principal.
- 3.5.6 The Principal will provide the concerned parent/community member with a copy of this '*Parent & Community Complaints Policy*' unless the matter is easily and satisfactorily resolved.
- 3.5.7 All complaints and grievances will be dealt with promptly and, where necessary, will be treated confidentially.
- 3.5.8 Parent/Community members may be accompanied by another person, in a support role, at appointments to resolve complaints or grievances.
- 3.5.9 All formal discussions and processes involving grievances will be documented.
- 3.5.10 The Principal will exercise their judgement as to whether or not they will act upon anonymous complaints.
- 3.5.11 The Principal will provide parent/community members with appropriate Department of Education and Training contact names and numbers, if a grievance is not resolved and the parent/community member wishes to direct their concern to the DET.

Evaluation:

- 4.0 This policy will be reviewed by School Council as part of the school's three-year review cycle, in consultation with wider school community.

This policy was last ratified by School Council in

September 2017