

# COMPLAINTS

## *POLICY*

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### **Rationale:**

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

### **Aims:**

- To develop and implement a process by which our community members 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 all are important to us. We take complaints seriously.
- When making complaints should ascertain the facts as best they can, and contact the school at their earliest convenience.
- Complaints should be made to the school via telephone or in person.
- When making a complaint in person you 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 office staff. Alternatively, office staff can make an appointment, to meet with an appropriate person to discuss their concerns.
- The school will record the details of all complaints including the name and contact details of the persons making the complaints. The school will then refer the complaint to the most appropriate person to investigate. There will be many occasions that this will be someone other than the principal.
- The principal will determine whether or not an anonymous complaint will be investigated.
- If the scope of the investigation 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.
- Complaints with staff 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, ensuring the fair principles on natural justice are applied for all. All will be provided with an anticipated time-frame for a resolution.
- The investigating staff member will record the details of the investigation.
- Following the investigation, the investigating staff member will communicate with the family to provide their findings and an appropriate course of action, if any.
- The school, the parent or other involved parties may seek to involve a mediator to try to resolve any unresolved complaint.

- 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 reviewed.

**2017**