

Complaints Management Policy

Rationale

Our staff are responsible for managing the resolution of enquiries, concerns, complaints and disputes lodged by students, parents and members of the community. We seek to resolve complaints, concerns and enquiries at the local level, in a timely manner and in accordance with the principles of procedural fairness. The effective management of concerns and complaints ensure constructive and positive outcomes are achieved for both those expressing their concern and the school.

Guidelines

- Students, parents, members of the community and employees of the Department in their private capacity are entitled to have their complaints addressed by the school.
- Complaints may be made about the provision of education, the conduct of staff or school policies and processes.
- An employee who is subject to a complaint is entitled to be informed of the substance of the complaint.
- Complaints may be made verbally or in writing. Complaints should include the name and address of the person making the complaint. Written complaints should be responded to, in writing, within 14 days.
- When dealing with a complaint classroom teachers should maintain confidentiality, seek to resolve concerns, where possible and communicate with the school administration, when appropriate.
- Members of the school executive will maintain confidentiality and impartiality when dealing with each matter and seek to resolve such matters at the school level whenever possible.
- Members of the school executive will record and monitor substantial complaints using Appendix One. A substantial complaint is one which requires significant action or investigation on that part of the complaint manager. The outcome of a complaints management process should be communicated clearly to the complainant.
- Complaints are welcome to have a friend or advisor present during any discussions.

- Hard copy records of complaints (notes, emails) related to a student will be stored in the student's file.
- Complaints against school staff or related to school policy, processes or events will be stored in the Filing System in File 104 Complaints Management.
- Should digital records related to complaints required storage they should be placed in File 104 Complaints Management in the filing system located on the shared drive.

Complaints Management Record

Name: _____

Complaint Manager: _____

Address: _____

Date: _____

Summary of Complaint

Complaint Management Actions

Resolution

Communication of Outcomes