



Willaura Primary School COMPLAINTS POLICY



PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at Willaura Primary School so that parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school
- ensure that all complaints regarding Willaura Primary School are managed in a timely, effective, fair and respectful manner.

SCOPE

Willaura Primary School welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are accepting to complaints and addressing them appropriately. This policy relates to complaints brought by parents, carers, students or members of our school community and applies to all matters relating to our school.

POLICY

We value and encourage open and positive relationships with our school community and are committed to building trusting relationship between families and our school.

When addressing a complaint, it is expected that all parties will:

- raise and discuss issues in a courteous and respectful manner
- acknowledge that the goal is to achieve an outcome that is acceptable to all parties
- act in good faith and respect the privacy and confidentiality of those involved
- recognise that all parties have rights and responsibilities that must be balanced
- recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

Preparation for raising a concern or complaint

Willaura Primary School encourages parents, carers or members of the community who may wish to submit a complaint to:

- carefully consider the issues you would like to discuss
- remember you may not have all the facts relating to the issues that you want to raise
- think about how the matter could be resolved
- be informed by checking the policies and guidelines set by the Department and Willaura Primary School.

Complaints process

Concerns in the first instance should be directed to the person who will facilitate change or resolve the issue; this may be your child's teacher, support staff or the Principal. School staff will work with you to ensure that your concerns are appropriately addressed.

Where concerns cannot be resolved in this way, complaints may be made through a formal complaint to the Principal. The school will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together. The following process will apply:

1. **Complaint received:** Please either email, telephone or arrange a meeting through the front office, to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.
2. **Information gathering:** Depending on the issues raised in the complaint, the Principal, may need to gather further information to properly understand the situation. This

process may also involve speaking to others to obtain details about the situation or the concerns raised.

3. **Response:** Where possible, a resolution meeting will be arranged with the Principal to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. A face-to-face resolution meeting provides the best opportunity to repair relationships between complainants and the school. If after the resolution meeting we are unable to resolve the complaint together, we will work with you to produce a written summary of the complaint in the event you would like to take further action
4. **In Writing:** In some circumstances, the Principal may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing. Preparing a written summary of a complaint together with the complainant can be a useful strategy for ensuring that all parties understand the issues in dispute, and reach an agreement about the most important issues.
5. **Timelines:** Willaura Primary School will acknowledge receipt of your complaint as soon as possible (usually within 48 hours) and will seek to resolve complaints in a timely manner. The school may need some time to gather enough information to fully understand the circumstances of your complaint. We will endeavour to complete any necessary information gathering and hold a resolution meeting within 10 working days of the complaint being raised. In situations where further time is required, Willaura Primary School will consult with you and discuss any interim solutions to the dispute that can be put in place.

Resolution

Where appropriate, Willaura Primary School may seek to resolve a complaint by:

- an apology or expression of regret
- a change of decision, policy, procedure or practice
- offering the opportunity for student counselling or other support
- other actions consistent with school values that are intended to support the student, parent and school relationship, engagement, and participation in the school community.

In some circumstances, Willaura Primary School may also ask you to attend a meeting with an independent third party, or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

Escalation

If a parent or community member is not satisfied that their complaint has been resolved by the school, or if their complaint is about the Principal, then the complaint should be referred to the Regional Department, Area Community Liaison Officer by contacting 1300 333 232.

FURTHER INFORMATION AND RESOURCES

- [Parent Complaints](#)
- [Independent Office for School Dispute Resolution](#)

Review Cycle

This policy is to be reviewed every 4 years by the School Council.

This Policy was last ratified by the School Council

28/05/2019