



# Warragul North Primary School

## PARENT COMPLAINTS

### POLICY

#### **Rationale:**

- A timely and professional response to parent 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 parents can confidently raise complaints 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 parents are important. Complaints raised by parents are taken seriously.
- Parents with complaints should contact the school by telephone, in person or in writing.
- Parents visiting the school to make a complaint are advised that it is unlikely that staff will be immediately available to investigate the complaint. Office staff can make an appointment for the parent to meet with an appropriate person to discuss their concerns.
- Parents making complaints are to be respectful, confidential and courteous. Parents who are unreasonable, threatening or discourteous can expect their discussions with staff to be terminated.
- 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.
- The investigating staff member may conduct a preliminary investigation or communicate with the parent to discuss the matter further.
- 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.
- Parents discussing complaints with staff may be accompanied by an advocate if they wish by prior arrangement.
- Any investigation conducted by the school will be done so in a timely, efficient and confidential manner, ensuring the fair principles of natural justice are applied for all. Parents 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 parent and the Principal to provide their findings and an appropriate course of action, if any.
- If in the view of the parent the matter remains unresolved, the parent will be provided with details as to how they can refer the matter to the DET's regional office.
- 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 administration office.
- Staff will be made aware of the school's complaints handling procedures and will be supported with training on how to respond to and manage parent complaints.
- The principal will determine whether or not an anonymous complaint will be investigated.

**Evaluation:**

This policy will be reviewed as part of the school's five-year review cycle.

**This policy was adopted by School Council in September 2014**

**This policy was reviewed and amended by School Council on June 18<sup>th</sup> 2019**

**This policy was reviewed by School Council in September 2020**