



# ALBANY RISE PRIMARY SCHOOL

## Addressing Parent Complaints

RATIFIED BY SCHOOL COUNCIL: 15<sup>th</sup> August 2018    REVIEW DATE: 2021

### PURPOSE:

There are essentially four possible areas of complaints within schools: parents (and guardians), students, public and staff. This policy deals mainly with the procedures for parents and students. Complaints from the members of the public will be treated in a similar way to complaints from parents, although most complaints from the public would be referred directly to the Principal.

- 1.1 To increase the level of satisfaction with the delivery of educational services and enhance the parent/student/community relationship.
- 1.2 To provide an efficient, fair and accessible mechanism for resolving complaints.
- 1.3 To provide information to the parents and students on the complaints handling process for the educational services of the School.
- 1.4 To monitor complaints in an endeavour to improve the quality of educational services.
- 1.5 To ensure parents/students can exercise their right to complain and to have a complaint handled appropriately.
- 1.6 To ensure all forms of feedback about an activity or program are accepted and reviewed.

### GUIDELINES:

- 2.1 Concerns and complaints relating to the school should be raised with the school in the first instance.
- 2.2 The school will make every effort to resolve a concern or complaint before involving other levels of the DET.
- 2.3 Anonymous, or unreasonable complaints such as those intended to be vexatious or malicious, will be dealt with in accordance with the DET policy.
- 2.4 The school will communicate the outcomes of concerns and complaints to all parties involved, taking into account any relevant privacy requirements.
- 2.5 Concerns and complaints about general school matters, eg. timing of events, policies and facilities will be addressed by the Principal.
- 2.6 All parent/guardian concerns and complaints should follow the agreed Statement of Values and Approaching the School policy.

#### **2.7 Concerns and Complaints covered by the procedures:**

These procedures cover concerns and complaints about:

- General issues of student behaviour that are contrary to the school's Statement of Values.
- Incidents of bullying or harassment in the classroom or the school yard.
- Learning programs, assessment and reporting of student learning.
- Communication with parents.
- School fees and payments.
- General administrative issues.
- Any other school-related matters except as detailed below.
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#### **2.8 Concerns and Complaints Not Covered by the Procedures:**

These procedures do not cover matters for which there are existing rights of review or appeal, as detailed in *The School Policy and Advisory Guide*:

<http://www.education.vic.gov.au/school/principals/spag/Pages/azindex.aspx>

These matters include:

- Student discipline matters involving expulsions.
- Complaints about employee conduct or performance and complaints that should be dealt with by performance management, grievance resolution or disciplinary action.
- Criminal matters, which will be referred to the appropriate authorities.



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### 2.9 Expectations:

The school expects a person raising a concern or complaint to:

- Do so promptly.
- Provide complete and factual information about the concern or complaint.
- Provide a written complaint if requested.
- Maintain and respect the privacy and confidentiality of all parties.
- Acknowledge that a common goal is to achieve an outcome acceptable to both parties.
- Act in good faith and in a calm and courteous manner.

### 2.10 Addressing Parent/Guardian Concerns and Complaints

The school will address any concerns and complaints received from parents/guardians:

- Courteously, efficiently, fairly, confidentially and without prejudice within 20 days, or within an agreed time frame, in accordance with due process, principles of natural justice and DET's regulatory framework.
- Show respect and understanding of each other's point of view and value differences.
- Recognise that all parties have rights and responsibilities which must be balanced.

### 2.11 Raising Concerns or Complaints:

In the first instance the concern or complaint should be made to the school.

The complainant should telephone, visit, write a letter or complete the attached form, which should be signed and dated, to the:

- student's teacher about learning issues and incidents that happen in their class
- Principal or Assistant Principal if several students are involved
- Principal about issues relating to staff members or complex student issues
- Principal about issues relating to school policy, school management, staff members or community members.

Complainants can seek the services of an advocate. All parties involved in addressing a complaint may seek the services of a mediator.

### 2.12 Possible Resolutions:

If the complaint is substantiated in whole or part, the school will offer an appropriate resolution. Examples could include:

- an explanation or more information
- mediation, counselling or other support
- an apology, expression of regret
- change of procedures
- fee refund

### 2.13 Referral of Concerns or Complaints:

If the person with a concern or complaint is not satisfied with the outcome determined by the school, they should contact North Eastern Victoria Regional Office: Level 3, 295 Springvale Road, Glen Waverley 3150, Victoria, Australia. Tel: 1300 333 231

Email: [nevr@edumail.vic.gov.au](mailto:nevr@edumail.vic.gov.au) or alternatively complete the Complaint Lodgement Form available from the website listed in this policy. The school may seek advice from the Conduct and Ethics Branch, the DET Legal Service or Community Liaison Personnel.

#### **References:**

<http://www.education.vic.gov.au/school/principals/spag/community/pages/parentcomplaints.aspx>

<https://www.education.vic.gov.au/school/parents/complaints/Pages/default.aspx>

Principal: \_\_\_\_\_

School Council President: \_\_\_\_\_

Date ratified by School Council: 15<sup>th</sup> August 2018

To be reviewed: 2021 \_\_\_\_\_

ARPS POLICY

# Complaint Lodgement Form

Date: .....

**Personal Details:**

Name: .....

Address: .....

Phone: BH ..... AH ..... Mobile: .....

Name of Child: .....Grade: .....

**Details of Concern or Complaint:**

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Signed: .....Date: .....

1. Concerns and complaints management process

## PARENT COMPLAINT FLOWCHART

