

# PARENT COMPLAINTS POLICY

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## 1. RATIONALE:

A timely and professional response to parent complaints is an effective means of encouraging communication, building trust and resolving issues or concerns for the betterment of all concerned. Any complaints or concerns will be managed and resolved fairly, efficiently, promptly and in accordance with relative legislation.

## 2. AIMS:

- 2.1 To develop and implement a process by which parents can confidently raise complaints or concerns in the knowledge that they will be listened to and their concerns will be professionally managed in a timely, confidential and appropriate manner.
- 2.2 To address all complaints/concerns in line with Departmental policy and guidelines.

## 3. IMPLEMENTATION:

- 3.1 Parents making complaints should ascertain the facts as best they can and contact the school at their earliest convenience.
- 3.2 Parents with complaints should contact the school, preferably in writing, or by telephone or in person. Parents are discouraged from making complaints by email as it can be impossible to authenticate the identity of the person writing the email.
- 3.3 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.
- 3.4 Parents making complaints are to be well-behaved, confidential and courteous. Parents who are unreasonable, threatening or discourteous can expect their discussions with staff to be terminated until such time as an alternative discussion time is arranged by the school.
- 3.5 The school will record the details of all complaints including the name and contact details of the person making the complaint. The school will refer the complaint to the most appropriate person to investigate. There will be many occasions that this will be someone other than the principal.
- 3.6 The investigating staff member may conduct a preliminary investigation or communicate with the parent to discuss the matter further.
- 3.7 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.

- 3.8 Any investigation conducted by the school will be done so in a timely, efficient and confidential manner. Parents will be provided with an anticipated time-frame for a resolution.
- 3.9 The investigating staff member will record the details of the investigation.
- 3.10 Following the investigation, the investigating staff member will communicate with the parent to provide their findings and an appropriate course of action, if any.
- 3.11 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 Regional Office.
- 3.12 All staff will be made aware of the school's complaints handling procedures and will be supported with discussions at staff meetings or professional development, as deemed necessary, on how to minimise, respond to and manage parent complaints.

#### **4 EVALUATION:**

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