

# 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 concerns in the knowledge that they will be listened to and their concerns will be professionally managed in a timely, confidential and appropriate manner.

### **Implementation:**

- Parents making complaints should ascertain the facts as best they can, and contact Dimboola Primary School at their earliest convenience. It is often a good idea to write down the concerns in order to clarify thinking.
- Parents with complaints are encouraged to communicate either verbally or in writing. Parents visiting Dimboola Primary School to make a complaint are advised that it is unlikely that staff will be immediately available to investigate the complaint. However, details regarding the complaint can be taken by the office staff. Alternatively, office staff can make an appointment for the parent to meet with the classroom teacher, leading teacher or principal to discuss their concerns.
- 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.
- Dimboola Primary 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. There will be many occasions that this will be someone other than the principal. The investigating staff member may conduct a preliminary investigation or communicate with the parent to discuss the matter further.
- Parents discussing complaints with staff may be accompanied by an advocate if they wish.
- Any investigation conducted by Dimboola Primary School will be done so in a timely, efficient and confidential manner, ensuring the fair principles on 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 to provide their findings and an appropriate course of action, if any.
- All records of parent complaints, subsequent investigations and outcomes will be stored in the principal's office.
- 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 Department of Education's regional office. Alternatively, Dimboola Primary School, the parent or other involved parties may seek to involve a mediator to try to resolve any unresolved complaint.
- 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.

### **Evaluation:**

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

This policy was last ratified by School Council on....

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