



Bethanga Primary School

Complaints Policy

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:

- Relationships with parents are important to us. We take complaints raised by parents seriously.
- Parents making complaints should ascertain the facts as best they can, and contact the school at their earliest convenience.
- The procedure for making a complaint is detailed on our school website, and is available in pamphlet form in the administration foyer of the school.
- Parents with complaints should contact the school by telephone, in person or in writing including email.
- An appointment can be made for the parent to meet with an appropriate person 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.
- 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 principal to investigate.
- The principal will determine whether or not an anonymous complaint will be investigated.
- The principal 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.
- Any investigation conducted by the 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 and outcomes will be communicated.
- 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.
- Similarly, the school, the parent or other involved parties may seek to involve a mediator to try to resolve any unresolved complaint.

Evaluation:

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

This policy was last ratified by Bethanga Primary School Council in June 2019