

Complaints Resolution Policy

Background

At Huntingdale Primary School we aim to foster a positive relationship between students, parents and the school. The school has a desire and a responsibility to ensure that high standards of conduct are maintained by the school community. At times, parents may wish to make a complaint about their child's education. The school aims to manage and resolve complaints in a fair, efficient and prompt manner.

Purpose

To:

- Provide a harmonious, positive and productive school environment.
- Resolve complaints fairly, efficiently, promptly and in accordance with Department of Education and Training's (DET) procedures.
- Implement DET's Values of Accountability, Human Rights, Impartiality, Integrity, Leadership, Respect and Responsiveness.

Implementation

- The Principal has the overall responsibility of implementing this policy, but may delegate certain roles to suitably qualified staff.
- The school will provide parents with at the start of each year a 'Communication between home and School' document. This outlines who parents should contact if they have a question or complaint.
- The classroom teacher/s should be the first point of contact for all complaints. If the parent feels the complaint has not been resolved they should then contact the Assistant Principal for further advice. All serious issues of misconduct should be made directly to the Principal.
- When dealing with a complaint teachers will follow these steps:
 1. Listen and acknowledge the situation
 2. Answer questions that they can at the time
 3. Discuss with the parents a plan of action, for example, investigating further. An agreed time must be given to the staff member to be able to complete agreed actions.
 4. Reconvene to discuss and close the matter.
- Complaints will be documented by staff.
- All cases of serious misconduct – sexual offences, criminal charges, or other serious incidents – will be referred on for advice e.g. DET, Victoria Police, Department of Health Human Services
- While the school aims to resolve complaints at the school level, a complainant may at any stage choose to take their complaint directly to an external agency such as DET, Victorian Equal Opportunity Commission etc.
- Formal processes will be used when informal processes haven't been successful, a complainant seeks a formal process, or the Principal believes the complaint warrants formal investigation
- The formal process involves: -
 1. Investigating the complaint including formal interviews, written statements, conveying the details of the complaint to the respondent in writing providing the opportunity for a written response.



2. Dismissing or accepting the complaint. Acceptance may involve the Conduct & Ethics Branch, verbal or written warnings, conciliation, counselling or consequences etc.
3. Preparation of a detailed confidential report.
4. Monitoring of the situation.

- Parties dissatisfied with the process can appeal to the previously mentioned external agencies.
- All matters must be treated with utmost confidentiality, and professional respect at all times.
- For further information please see:
<http://www.education.vic.gov.au/school/parents/complaints/Pages/default.aspx>

Evaluation

This policy will be reviewed as part of the school's 3 year cycle or as needed to comply with DET policy changes.

Document Status

Reviewed	School Council Ratification	Next Review
February 2018	20 th February 2018	20 th February 2021



Communication between home and school for Parents

Your classroom teacher offers you a range of opportunities to communicate with them.



Other ways the school communicates with you are:

School newsletter (Fortnightly)	Level newsletter (Each term)	Parents as Partners Night (Term 1)	Parent/Teacher Interviews & Learning Folders Share (Term 2)
Flex Buzz (Whole School)	Reports (Term 2 & 4)	Student Lead Conferences (Term 3)	School Events- assembly, school events, concerts etc.

I have a question- who do I contact?

