

Complaints Resolution Policy

Background

Huntingdale Primary School welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships with our school community. We understand that it is in the best interests of students for there to be a trusting relationship between families and our school.

When addressing a complaint, it is expected that all parties will:

- Raise and discuss issues in a courteous and respectful manner
- Acknowledge that the goal is to achieve an outcome that is in the affected student's best interests and acceptable to all parties
- Act in good faith and respect the privacy and confidentiality of those involved, as appropriate
- Recognise that all parties, including the broader school community, have rights and responsibilities that must be balanced.
- Recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

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.



Preparation for raising a concern or complaint

- Huntingdale Primary School encourages parents, carers or members of the community who may wish to submit a complaint to:
 - Carefully consider the issues you would like to discuss
 - Remember you may not have all the facts relating to the issues that you want to raise
 - Think about how the matter could be resolved
 - Be informed by checking the policies and guidelines set by the DET

Complaints Process

- When dealing with a complaint teachers will follow these steps:

Complaint received

- Listen and acknowledge the situation
- Answer questions that they can at the time
- 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.

Information Gathering

- This process may also involve speaking to others to obtain details about the situation or the concerns raised

Response and Resolution

- Reconvene to discuss and close the matter.
- Where appropriate, Huntingdale may seek to resolve a complaint by:
 - An apology or expression of regret
 - A change of decision
 - A change of policy, procedure or practice
 - Offering the opportunity for student counselling or other support
 - Other actions consistent with school values that are intended to support the student, parent and school relationship, engagement, and participation in the school community.
- 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 the North Eastern Victorian Regional Office **Phone:** 1300 333 231 **Email:** nevr@edumail.vic.gov.au
- All matters must be treated with utmost confidentiality, and professional respect at all times.
- For further information please see:
<https://www.education.vic.gov.au/Documents/school/principals/spag/community/policyparentsconcerns.pdf>
- International Students also have a specific website for managing complaints
<http://study.vic.gov.au/en/brochures-and-forms/Pages/BrochureForms.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
Education & Future Directions sub-committee May 21 2019	19 th June 2019	June 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?

