

Concerns and Complaints Policy (VRQA)



Rationale:

Positive, clear and effective processes for resolving grievances between the school and community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment.

Aims:

To provide a clear framework for resolving issues in a positive and supportive manner.

Gisborne Primary School is committed to:

- Providing a safe and supportive learning environment
- Building relationships between students, parents and staff
- Providing a safe working environment for staff.

Guidelines:

These implementation procedures cover concerns and complaints about:

- General issues of student behaviour that are contrary to the school Engagement Policy
- Incidents of bullying or harassment in the classroom or the school yard
- Learning programs, assessment and reporting of student learning
- Communication with parents
- School fees and payments (please refer to our Parent Payments Policy)
- General administrative issues
- Any other school-related matters

This policy should be read in conjunction with the Department of Education and Training's (DET) Parent Complaints General Information guide (parents) and the Human Resources (DET) Complaints Guide (staff).

The role of the School is to:

- Develop, publicise and implement its policy and procedures to effectively address parent concerns and complaints.
- Ensure all reasonable steps have been undertaken in resolving parent complaints and concerns.
- Maintain the confidentiality of all parties.
- Contact the regional office for support with any complex complaints.
- Communicate the outcomes of complaints and concerns, where possible, to all relevant parties.
- Communicate its policy and procedures clearly and regularly to parents and the school community.
- Ensure all new staff members are aware of the school and DET policies and procedures in relation to addressing parent concerns and complaints.
- Brief all staff members (including volunteers) on the policy and procedures annually.
- Provide staff with (or provide access to) training and support appropriate to their responsibilities under the procedures.
- Establish and maintain administrative processes to manage concerns and complaints raised at the school.
- Ensure that this policy and its procedures are consistent with DET policy.
- Regularly review its record of complaints to identify common or recurring issues that may need to be addressed.

Protocols:

When raising a concern staff, parents, students and volunteers are expected to:

- treat each other with respect, courtesy and maintain confidentiality
- raise the concern as soon as possible
- provide complete and factual information
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about the course of action required to resolve the concerns
- make a time to resolve the matter, so that appropriate time can be given to address concerns

Our School Statement of Values document further outlines the responsibilities of all parties in using appropriate communication.

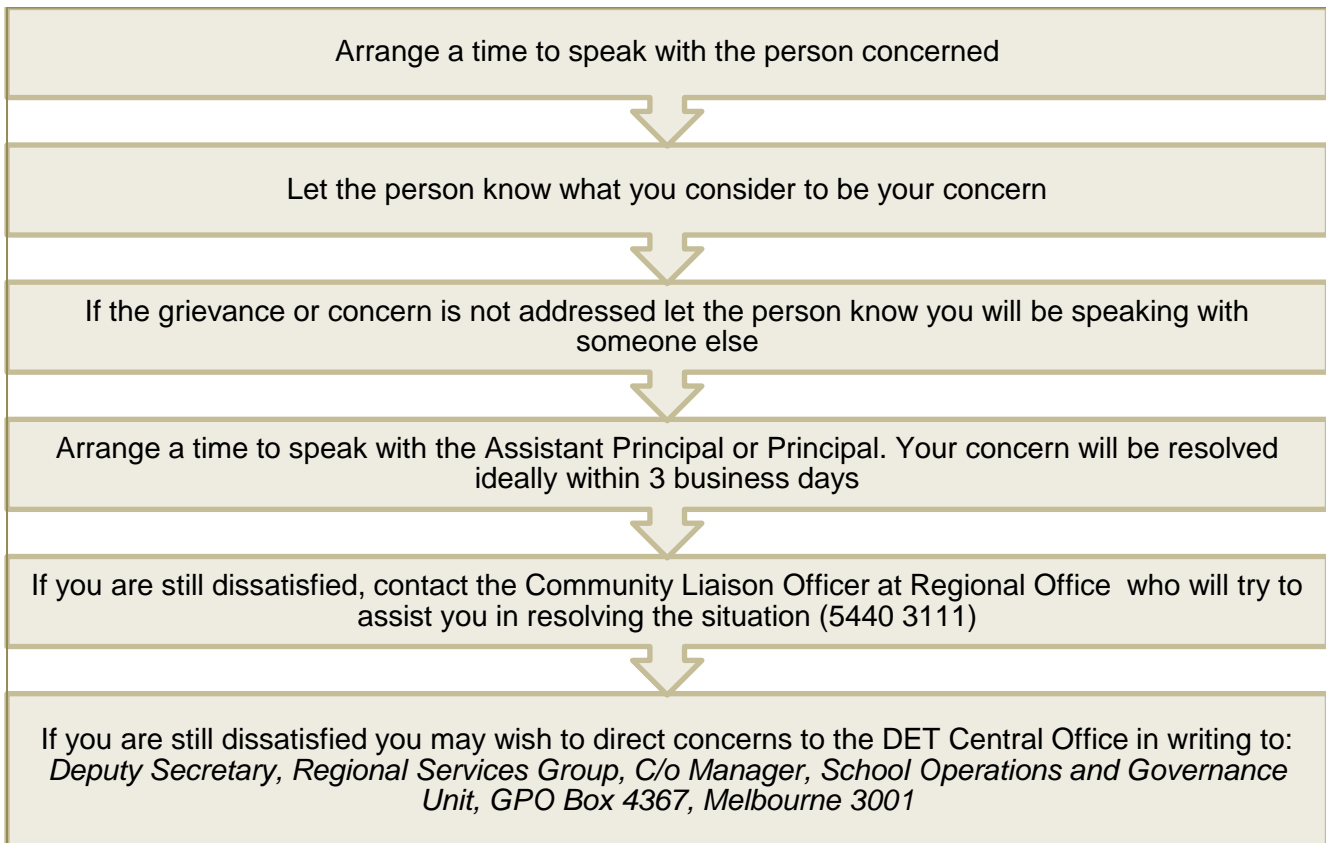
Implementation:

Parent complaints

When raising initial complaints, it is recommended to address the issue with the relevant person. This includes:

Teacher	Usually best placed to resolve concerns and complaints relating to student learning and specific student incidents in the teacher's class or group.
Professional Learning Team (PLT) Leader	When students from other classes are involved or the matter involves a whole year level.
Assistant Principal	Concerns and complaints relating to staff members or complex student issues.
Principal	Concerns and complaints relating to school policy, school management, staff members or complex student issues.

Parents with concerns or complaints are advised to:



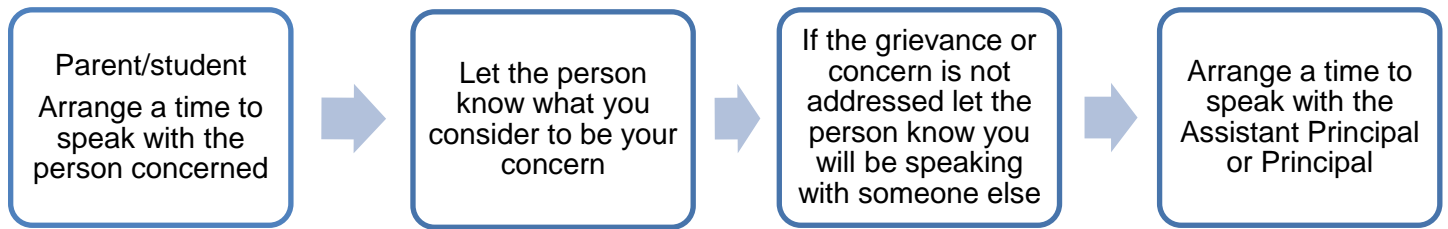
Acknowledging and processing formal complaints made to the Leadership Team:

Protocols for acknowledging and processing formal complaints to members of the leadership team include:

- Receipt of complaint (written, email or verbal).
- Documentation of conversations with relevant people, indicating timelines.
- Finalisation of complaint (written or verbal) – if verbal, a note will be made on Sentral (our student management system)

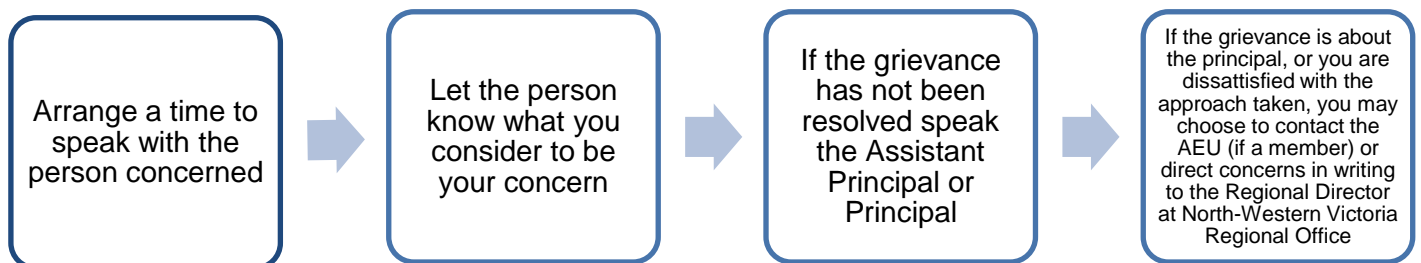
Leadership availability, student attendance and processing of conversations are factors which impact on the timelines in finalising complaints. The Leadership Team will endeavour to finalise any complaint management within three business days. If due to unforeseen circumstances this timeline cannot be met, written correspondence outlining an alternate timeline will be provided.

Students with a concern with staff or complaints about school processes are advised to:



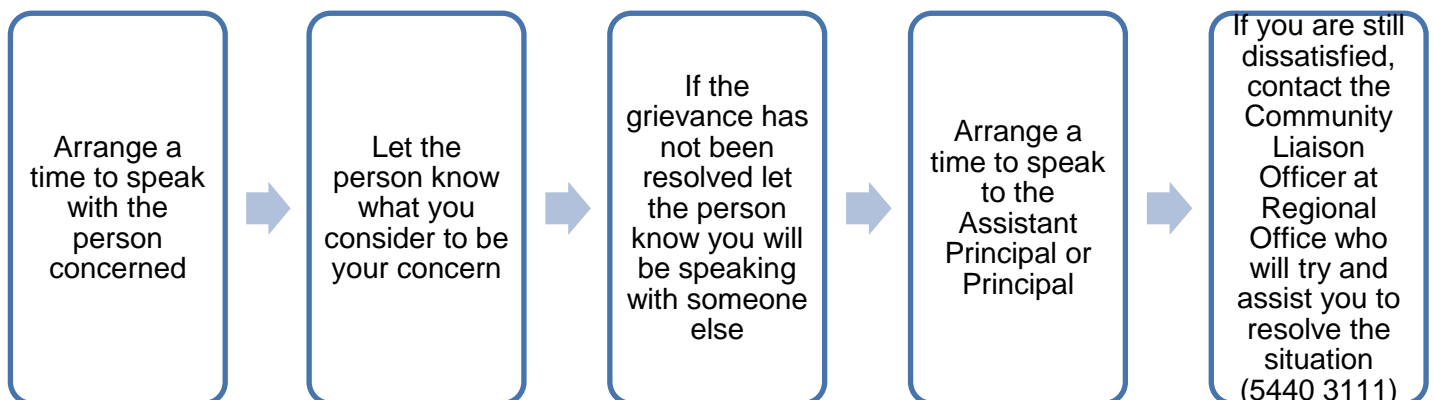
Please note that students are encouraged to understand that discussing their concern with their parents is an important part of this process.

Staff with concerns or complaints are advised to:



Please note that staff can bring a support person to interviews or meetings. Guidelines for this can be found in the Human Resources Complaint Procedures FAQs.

Volunteers with concerns or complaints are advised to:



Evaluation:

This policy will be reviewed every two years.

This policy was ratified by School Council on 7/9/16

The policy will be next reviewed September 2018