

Alphington Primary School

Parents / carers Concerns and Complaints Policy

Rationale:

This policy is designed to ensure that when complaints and concerns are raised the focus of the problem solving process and outcome is always in the best interest of the student. Alphington Primary School is committed to treating everyone with dignity and respect and encourages good communication between students, parents / carers and staff. Teaching and learning works best when parents / carers and staff talk to each other and work together to solve problems.

DEFINITIONS:

Complaint: the expression of dissatisfaction with any aspect of the school's operation. It may be general in nature or related to particular staff, a part of the school, a policy or a decision.

Concern: a request for service that can generally be addressed at the time of being raised without the need for more involved consideration.

Aims:

To

- Ensure parents / carers wishing to make a complaint know how to do so
- Address complaints promptly, consistently and fairly
- Ensure appropriate action is taken if required
- Contribute to providing a safe and supportive learning environment for all
- Provide a safe working environment for staff

Implementation:

1. The implementation of the policy is the responsibility of the Principal.
2. The confidentiality of all parties will be maintained and the principles of natural justice observed.
3. All parties are to behave respectfully and with understanding of each other's point of view and value difference, rather than judge and blame.
4. Staff are well placed to resolve concerns and complaints related to student learning and specific student incidents.
5. The Principal is well placed to resolve concerns and complaints related to school policy, school management, staff members or complex student issues.
6. The School Council is well placed to resolve School Council governance items.
7. The school ensures that all parties in a disputed complaint are aware of their entitlement to support through an advocate.
8. This policy acknowledges there are defined rights and responsibilities when a complaint or concern is raised in the school.
9. The policy is available to all parents / carers and carers.
10. The policy and procedures will be introduced to staff at the beginning of each year.
11. The school will establish and maintain administrative processes to manage formal complaints.
12. The policy and processes will be consistent with Department guidelines for addressing and concerns and complaints.

Evaluation:

This policy will be reviewed as part of the school strategic plan review.

December 2010

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