

# **COMPLAINTS RESOLUTION POLICY**

**2012**

## **RATIONALE**

Our school prides itself on clear, consultative and open communication with staff parents and children. There may, however, still be times when members of the school community disagree or are confused about school policies and operations. Positive, clear and effective processes for resolving complaints between the school and community members assist in: building strong relationships, alleviating anxiety, providing students with an enhanced learning environment.

## **PURPOSE**

- To provide clear, positive and fair processes that allow complaints to be resolved in a timely and constructive manner.

## **GUIDELINES**

While we accept our responsibility to consult, and to communicate both clearly and effectively with the community, community members also have an obligation to read notices and newsletters, to attend briefings, and to seek clarification when required. The established process, as outlined below, will be followed to resolve complaints:

1. Try to establish the facts as clearly as possible and be wary of hearsay.
2. If the matter involves a child or an issue of everyday class operation, make an appointment to the classroom teacher, at a mutually agreeable time, detailing the reasons for the appointment.
3. An appointment should be made with the Principal to discuss issues involving community complaints and operations beyond the classroom; policy concerns are to be referred to the appropriate sub committee.
4. Specific complaints shall be referred to the Principal or the School Council President. The Principal will provide advice on relevant documentation and/or government policy.
5. All grievances are to be kept confidential.
6. Community members may be accompanied by another person, in a support role, at appointments to resolve grievances.
7. All formal discussions and processes involving complaints will be documented.
8. Depending on the seriousness of the complaint the Principal / staff may ask for a second senior member of staff to be present to take minutes and to ensure that communication and developments are recorded accurately.
9. The Principal will provide community members with appropriate departmental contact names and numbers if complaints cannot be resolved at the school level.