

COMPLAINTS & CONCERNS POLICY

WHY DO CONCERNS ARISE?

- Schools are very busy places - there are lots of things that happen, and there are many decisions made every day.
- At the same time, the community is quite diverse, with many individuals or groups having vastly different opinions on how things should be done.
- It is inevitable, therefore, that times will arise when some parents agree with the school's actions while others disagree and wish to discuss the matter with the school
- We welcome such discussions, and encourage parents to raise issues so that they may be dealt with speedily and resolved to the satisfaction of all concerned.
- Both concerns and complaints, after all, are not a negative experience – so long as they are dealt with positively by everybody.
- The following process for presenting and managing community complaints or concerns has been developed by the School Advisory Committee in consultation with the community.
- We believe it works well, and it is the way we will manage all complaints at our school.

THINGS TO ALWAYS REMEMBER

- Problems are best resolved using a positive attitude. Anger is usually counter-productive to solving problems.
- People need time to investigate and resolve many problems; a quick fix is not always possible or desirable.
- Schools are large and complex – very few decisions will suit everybody.
- There are always at least 2 sides to every story – with students there are often as many stories as there are children.
- Not all disagreements can be resolved – sometimes we simply have to agree to disagree.
- Opinions vary widely – disagreement is a natural part of life.
- Everybody is doing what they believe is right, even if it's different to what we think.

AGREED COMPLAINTS PROCESS

The following procedures are to be used to resolve complaints or concerns at our school.

STEP 1

Try and find out the facts. This may require you talking to your child's teacher. Many concerns are quickly resolved once the parent is aware of all the facts.

STEP 2

Let the school know via letter, telephone or in person that you have a concern, providing details of the issue.

STEP 3

The school WILL investigate the concern and the most appropriate person will contact you to discuss the matter, or to organize a meeting. Almost 100% of problems are resolved by this point

STEP 4

If, however, the matter remains unresolved, make a formal appointment to discuss the issue with the Principal.

STEP 5

The Regional Office can be contacted to help solve problems. The principal can provide contact details.

Evaluation:

This procedure will be reviewed as part of the school's review cycle.