

RAISING CONCERNS AND COMPLAINTS POLICY

RATIONALE

The purpose of the Raising Concerns and Complaints Policy is to provide a framework for raising concerns and complaints which is consistent with the school values outlined in our Strategic Plan and with DEECD policies.

1. SCOPE

1.1. This policy covers concerns and complaints of the following nature:

- a) general issues of student behaviour that are contrary to the school rules or student code of conduct;
- b) incidents of bullying or harassment in the classroom or school ground;
- c) learning programs, assessment and reporting of student learning;
- d) communication with parents;
- e) school essential service fees or other payment matters;
- f) general administrative issues; and
- g) any other school related matter not outlined in paragraph 1.2 of this policy.

1.2. This policy does not cover matters for which there are existing rights of review or appeal, as detailed in the Victorian Government Schools Reference Guide. Those matters include:

- a) student discipline matters including expulsion;
- b) complaints about employee conduct or performance and complaints that should be dealt with by performance management, grievance resolution or disciplinary action;
- c) complains by the DEECD's employees related to their employment;
- d) student critical incident matters; and
- e) criminal matters.

1.3. This policy should be read in conjunction with the Office of School Education document "Addressing parents' concerns and complaints effectively: policy and guides" which may be found at www.education.vic.gov.au/about/contact/pcschools.htm

2. Expectations

2.1. The expectation of a person raising a concern or a complaint is that they will:

- a) do so promptly, as soon as possible after the issue occurs;
- b) provide complete and factual information about the concern or complaint;
- c) maintain and respect the privacy and confidentiality of all parties;

- d) acknowledge that a common goal is to achieve an outcome acceptable to all parties;
- e) act in good faith, and in a calm and courteous manner;
- f) show respect and understanding of each other's point of view; and
- g) recognise that all parties have rights and responsibilities that must be balanced.

2.2. The expectation of Princes Hill Primary School is that any concerns or complaints raised by parents will be treated:

- (a) courteously;
- (b) efficiently;
- (c) fairly;
- (d) in accordance with DEECD guidelines.

3. Addressing Complaints

3.1. A parent can raise a concern or complaint about any aspect of the school's operations. In the first instance, they should take the concern or complaint to the school. Any complaint which is raised with the DEECD's regional or central office that has not been raised at school level is always referred to the school for resolution. Parents should address complaints to the following people:

- (a) In the first instance, concerns or complaints about learning issues and incidents that happened in a classroom or playground situation should be directed to the student's home group teacher or the year level team leader.
- (b) If the home group teacher or year level team leader are not able to assist, the Assistant Principal may be approached.
- (c) If the issue is related to school policy, school management, staff members or very complex student issues, the Principal may be approached.

3.2. Princes Hill Primary School will:

- (a) make every effort to resolve concerns and complaints before involving other levels of the DEECD;
- (b) determine the manner in which the complaint will be handled and describe the process by which it will be handled to the complainant;
- (c) record the details of the complaint;
- (d) act promptly and provide a timeline for investigation of the complaint;
- (e) advise of the outcome of the complaint and any recommendations for future improvements of the school's policies and procedures.

4. Resolution of Complaints

If a concern or complaint is substantiated, the following remedies or resolutions may be offered or deemed appropriate by the Principal:

- (a) an explanation or further information about the issue is provided;
- (b) mediation, counselling or other support offered;
- (c) an apology or expression of regret offered;
- (d) agreement to change a decision;
- (e) a change in policies, procedures or practices.

5. Referral of a concern or complaint

If a person with a concern or complaint is not satisfied with the outcome determined by Princes Hill Primary School, they should contact the Regional Office of the DEECD. For further information, the complainant should read the Office of School Education's "Addressing parents' concerns and complaints effectively: policy and guides" at <http://www.education.vic.gov.au/about/contact/pcschools.htm> .

REVIEW

This policy will be reviewed in 2014