

RAISING COMPLAINTS AND CONCERNS

A POLICY & PROCEDURE DOCUMENT.



Date: November 2016

Movelles School Values:

Respect, Responsibility, Resilience, Compassion.

Our vision at Movelles Primary School is to empower our students to become successful life-long learners. We will prepare our students to contend with the complexities of an ever changing world, in which creativity, adaptability, teamwork and connectedness to our community and the world are key features. Our school community will practise the core values of *responsibility, respect, resilience and compassion* for all.

Movelles Primary School's approach to handling concerns and complaints is based on our values of:

- providing a child safe and supportive learning environment for everyone at school.
- building healthy relationships and respect between students, parents and staff.
- providing a safe working environment for staff to ensure a high level of well - being is achieved.

Concerns and Complaints Covered by these Policy and Procedures.

The following are some of the types of concerns and complaints covered by this policy.

For example:

- general issues of student behaviour that are contrary to the school's code of conduct
- incidents of bullying or harassment of students
- learning programs, assessment and reporting of student learning
- communication with parents
- general administrative issues
- any other school-related matters.

Expectations of parents.

Movelles Primary School's expectations of the parent or guardian with a concern or complaint, are that they:

- do so promptly, as soon as possible after the issue occurs
- provide complete and factual information about the concern or complaint

- maintain and respect the privacy and confidentiality of all parties
- acknowledge that a common goal is to achieve an outcome acceptable to all parties
- act in good faith, and in a calm and courteous manner
- show respect and understanding of each other's point of view and value difference, rather than judge and blame
- recognise that all parties have rights and responsibilities which must be balanced.

It must be noted that where these expectations are not met, the school has, at its discretion, legal measures that prohibit parents from entering the school grounds and acting in an abusive or threatening manner to either, staff, students or other parents. A "Trespass Order" is one such option.

Expectations of Movelle Primary School.

Movelle Primary School will address any complaints or concerns received from parents or guardians:

- Courteously- showing respect for all parties and their points of view
- Efficiently – in a timely manner agreed to by all parties, where possible
- Fairly – using the laws of natural justice, the school codes of conduct expectations and the Department's regulatory framework.

Raising Complaints or Concerns.

When needing to make a complaint, parents / guardians may:

- telephone the school, visit the school and ask to speak with the class teacher, principal class member, depending on the complexity of the issue/s.
- contact a member of the principal class about issues relating to staff members or complex student issues.
- contact the principal about issues relating to school policy, school management, staff members or very complex student issues.
- need to provide their name, contact details and a brief statement regarding the nature of the complaint being made, so that the appropriate staff member can attend to your issue / complaint.

Most general complaints will be directed to either the class room teacher or the assistant principal or principal.

Please note: Private staff contact details will not be provided to parents. All contact will need to be made through the school administration office (ph: 9366 8892 or 9367 3065)

Help with Raising Complaints or Concerns.

At Movelle Primary School, we wish to fully support all parties through the complaints investigation process. We can provide appropriate assistance where complainants feel they require additional support.

This may include:

- having a support person attend meetings with you or with students involved in the complaint investigation process to offer emotional support as necessary.
- complainants can seek the services of an advocate when they feel they are unable to express their concern clearly. An advocate can be a friend, or someone who is available through an appropriate support organisation who does not receive a fee for service.
- all parties involved in addressing a complaint may seek the services of a mediator when there is difficulty coming to an agreement or resolution.
- The school will ensure that the complainant is aware of these levels of support. A complainant who wishes to use these support services should ensure the person addressing the concern or complaint is aware of their intention and is in agreement.

Managing Parent Complaints and Concerns Information.

The attending staff member at Movelle Primary School will record details of all complaints received, even if the complaint appears to be minor, in the following manner:

See Attachment 1.

- name and contact details (with permission) of the person with a complaint or concern
- the date the concern was expressed or complaint made
- how the complaint was received (such as in person, telephone, in writing, by email)
- a brief description of the concern or complaint
- details of the school officer responding to the concern or complaint
- action taken regarding the complaint or concern
- the outcome of action taken on the concern or complaint (Resolution)
- any recommendations for future improvement in the school's policy or procedures.

This form must be completed. Staff may seek assistance filling in the details and a copy must be filed with the Assistant Principal within 2 days of receiving the complaint. Staff should seek advice from senior personnel to determine whether the issue / complaint is "urgent." If deemed as "urgent," the complaint / issue must be brought to the Assistant Principal's attention immediately.

At the end of the year, all "*Parent Complaints / Issues Record Forms*" must be sent to the Assistant Principal for filing purposes.

Addressing Complaints or Concerns.

Following the Department's policy for addressing concerns and complaints Movelle Primary School will:

- Provide complainants a copy of its "*Raising Complaints or Concerns*" policy and procedures document.
- Determine whether a complaint or concern should be managed through the school's complaints and concerns process or through an Education Department forum.
- Ensure Complaints or concerns are noted and acted upon promptly by the staff member who receives the complaint or refer it to other more senior personnel if deemed necessary.
- Acknowledge all complaints made in writing. It will provide the complainant with a timeline for investigating the complaint. See Attachment 1 page 2.
- Oversee all investigations into complaints / concerns and will ensure a response is provided to the complainant.

Resolutions of Complaints and or Concerns.

At Movelle Primary School, we will do all that we can to resolve complaints or settle any issue of concern and may solicit the assistance from appropriate personnel from the Western Metropolitan Regional Education Office or the Education Department.

Resolutions may differ due to the school's discretion and depending on the circumstances, but may include:

- an explanation or further information about the issue or concern
- mediation, counselling or other support for any of the parties involved
- an apology, expression of regret or admission of fault
- a change of decision
- a change to our policies, procedures or practices
- the cancellation of a debt (such as for a school excursion)
- a fee refund.

The school will implement the remedy as soon as practicable.

Referral of Complaints or Concerns.

If parents or guardians are not satisfied with the handling of complaints or concerns that have been raised, or feel that the resolution is unsatisfactory, they are entitled to contact the Western Metropolitan Regional Education Office to take their complaint further.

The telephone number for the Western Region Metropolitan Education Office is 9291 6500.

Date Implemented:	November 2015
Approved by School Council	
School Council President signature & date	
Date reviewed	
Responsible for Review	Assistant Principal
Review Date	November 20119
References	Victorian Government Schools Policy Advisory Guide