

Management of Complaints Policy

Rationale:

Parktone Primary is committed to effective communication between the school and the wider community, allowing for all parties to be treated with dignity and respect. This policy aims to provide an avenue for community members to voice their concerns through the appropriate channels at the school level and beyond.

Aim:

To ensure a transparent process for parents to access when addressing concerns or making a complaint that is related to the school or their child's education.

Implementation:

- Complaints may be made verbally or in writing.
- A complaint may be withdrawn at any time.
- Complaints and actions following may be documented.
- All concerns or complaints will be addressed and managed as promptly as possible.
- Before contacting the school, parents/carers should clearly identify the concern.
- All parties involved should adhere to the DEECD "Dignity and Respect" statement located at <http://www.eduweb.vic.gov.au/edulibrary/public/schacc/dignityrespectstatement.pdf>
- If the concern or complaint is related to their child's education, parents/carers should contact the child's teacher to make an appointment for a meeting.
 - During the meeting and at all times during the process, confidentiality is essential and must be maintained by both parties.
 - Both parents and teacher are entitled to have a support person at the meeting.
 - Parents should explain clearly their concern regarding their child's education to the teacher.
 - A plan will be discussed and developed to address the concern or complaint within a reasonable time frame.
 - If parents feel that the concern or complaint has not been addressed satisfactorily, they should inform the teacher that they will be contacting the Principal or Assistant Principal.
 - Parents should contact the school to arrange an appointment with the Principal or Assistant Principal.
 - If parents feel that the matter is unresolved at school level, they may wish to discuss it further with the Community Liaison Officer at the Regional Office of the Department of Education and Early Childhood Development.
 - If parents feel that the matter is still unresolved at the regional level, they may address their complaint in writing to the Deputy Secretary of the Department of Education and Early Childhood Development.
- If the concern or complaint is related to school policy or an individual, parents or carers should contact the school to make an appointment with the Principal or Assistant Principal.
 - During the meeting and at all times during the process confidentiality is essential and must be maintained by the parties concerned.
 - Parents are entitled to have a support person at the meeting, as is the Principal/AP.
 - Parents should clearly explain their concern regarding the school policy or individual.
 - If a complaint is made against an individual, that person may be informed of the nature of the complaint and have the right to respond.

Evaluation:

This policy will be reviewed as part of the school's three year review cycle.