



Parent Complaint Policy

RATIONALE

DEECD is committed to good communication and treating everyone with dignity and respect. It is important to remember that everyone in the school community should work together in a spirit of cooperation and understanding and should conduct themselves in a respectful, courteous and calm manner.

PURPOSE OF THE POLICY

This information will assist parents who are raising concerns or making a complaint that is related to the school or their child's education.

Remember:

- The school should always be your first point of contact
- concerns are best resolved at the school
- you can withdraw your complaint at any time
- it may not always be possible to resolve an issue to your complete satisfaction
- DEECD expects that most complaints will be resolved by the school - that is at Step 2 (or Step 3) of the following process.

GUIDELINES FOR ACTION

How do I raise an issue or make a complaint?

Step 1: Clarify the issue (what is the problem?)

Step 2: Contact the relevant teacher; or

Step 3: Contact the Assistant Principal or Principal

Step 1: Clarify the issue (what is the problem?)

Before you approach the school or your child's teacher:

- be clear about the topic or issue you want to discuss
- focus on the things that genuinely affect your child
- always remain calm and remember you may not have all the facts relating to the circumstances of the topic or issue you wish to discuss
- think about what an acceptable outcome would be for you and your child
- be informed; check DEECD policies or guidelines, where relevant

Step 2: Contact the relevant teacher; or

There are a number of ways you can raise any concerns you have about your child. You can:

- write a note to your child's teacher outlining your concerns
- make an appointment to speak on the phone or in person with the class teacher or year level coordinator; ensuring that you inform the school about the issue you wish to discuss
- arrange any meeting times or phone calls through the school office (this is more convenient for both you and your child's teacher and does not interrupt teachers during the time they need to be with their students).

Remember that the class teacher / year level coordinator, together with others who may be involved, should be given a reasonable amount of time to take the steps required to resolve or address your concerns.

Step 3: Contact the Assistant Principal or Principal

Most concerns are resolved by following the first two steps above. However, if the issue remains unresolved after you have approached your child's teacher or other school staff you can then ask to see the Assistant Principal or Principal.

To do this, you will need to request an appointment through the school office. Be aware that:

- the Principal may ask another senior staff member to speak with you on their behalf
- if a teacher is going to be present at the meeting it is more likely to occur outside of classroom hours.

If you still feel that your complaint has not been addressed satisfactorily after speaking to the teacher and the principal, you can then contact the Southern Metropolitan Regional Office.

It is the regional office's responsibility to:

- ensure that complaints, wherever possible, are resolved at the school.
- ensure that procedures at the school are in accordance with DEECD regulatory framework.

The Regional Office may refer your complaint to other areas or branches within DEECD. You will be notified of this and of any major delays in addressing your complaint.

This policy is to be read in conjunction with DEECD policy found at:
<http://www.education.vic.gov.au/about/contact/Pages/complaininfo.aspx>

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

Reviewed: 18th August 2014

Ratified by School Council: 12th September 2014