



Parent Complaint Policy

RATIONALE

Narre Warren North Primary School is committed to child safety and establishing and maintaining child safe and child friendly environments where all children are valued and feel safe.

By providing all school environments (this includes onsite, online activities and offsite for excursions, camps, etc. and outside of school activities) that are stimulating, safe, happy and positive, we foster the learning potential of our children.

DET 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
- DET expects that most complaints will be resolved by the school - that is at Step 2 (or Step 3) of the following process.

Facebook is not the correct avenue to raise a concern.

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;

Step 3: Contact the Assistant Principal or Principal if the issue is not resolved with the classroom teacher.

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 DET policies or guidelines, where relevant

Step 2: Contact the relevant teacher;

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 via email or phone with your child's teacher.

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 SEVR (Region).

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 DET regulatory framework.

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

This policy is to be read in conjunction with DET policy found at:

<https://www.education.vic.gov.au/school/principals/spag/community/pages/parentcomplaints.aspx>

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

Ratified by School Council: 12th September 2014

Updated and approved by School Council: 19th July 2016

Ratified by School Council: 14th February 2017

Ratified by School Council: 9th June 2020