



## PARENT CONCERNS AND COMPLAINTS POLICY

### **RATIONALE:**

Box Hill North Primary School acknowledges that parents and caregivers have a right to raise concerns and air complaints they may have and that they be addressed appropriately. The school's approach to handling concerns and complaints is a commitment to:

- Providing a safe and supportive learning environment
- Building positive relationships between students, parents and staff
- Providing a safe working environment for staff

### **PURPOSE:**

- To develop and implement a process by which parents can confidently and appropriately raise concerns in the knowledge that they will be listened to and their concerns will be professionally managed in a timely, confidential and appropriate manner.

### **PROCEDURES:**

- Parents making complaints should ascertain the facts as best they can, and contact the school at their earliest convenience
- Parents with complaints should contact the school by telephone, in person or in writing
- Parents visiting the school to make a complaint are advised that it is unlikely that staff will be immediately available to investigate the complaint. However, details regarding the complaint can be taken by the office staff. Alternatively office staff can make an appointment for the parents to meet with an appropriate person to discuss their concerns
- Parents making complaints are to be well-behaved, confidential and courteous. Parents who are perceived to be unreasonable, threatening or discourteous can expect their discussions with staff to be terminated until such time as an alternative discussion time is arranged by the school and the issues can be discussed appropriately
- The staff member will record the details of all complaints (computer or hand written notes) including the name and contact details of the persons making the complaints. The school will then refer the complaint to the Principal/ Assistant Principal to investigate. All details of all complaints remain confidential between the staff involved in the matter
- If the scope of the investigation is beyond the capacity or jurisdiction of the school, the matter will be referred to the appropriate authority and the parent will be informed of the referral
- Any investigation conducted by the school will be done in a timely, efficient and confidential manner, ensuring the fair principles on natural justice are applied for all. Parents will be provided with an anticipated time-frame for a resolution
- The investigating staff member will record the details of the investigation
- Following the investigation, the investigating staff member will communicate with the parent by having a meeting to provide their findings and an appropriate course of action, if any
- If in the view of the parent the matter remains unresolved, the parent will be provided with details as to how they can refer the matter to the Department of Education's regional office
- Similarly, the school, the parent or other involved parties may seek to involve a mediator to try to resolve any unresolved complaints

- All complaints and concerns are to be kept confidential between the staff member investigating, assistant principal and principal and parent/s involved. No matters are to be discussed within the school community.

**MONITORING AND REVIEW:**

This policy was ratified by School Council: June 2014

Next policy review: 2018