



Managing Complaints and Grievances Policy

RATIONALE:

Positive, clear and effective processes for resolving grievances between the school and community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment.

AIMS:

On occasions, parents may have concerns about particular aspects of their child's schooling. With this in mind we have developed this Complaints & Grievances Policy for community members which outline an agreed process for resolving issues in a positive and supportive manner, in addition to:

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

GUIDELINES:

These implementation procedures cover concerns and complaints about:

- General issues of student behaviour that are contrary to the school's code of conduct
- Incidents of bullying or harassment in the classroom or the school yard
- Learning programs, assessment and reporting of student learning
- Communication with parents
- School fees and payments
- General administrative issues
- Any other school-related matters

The role of the Epping Views Primary School is to:

- Develop, publicise and implement its policy and procedures to effectively address parent concerns and complaints.
- Ensure all reasonable steps have been undertaken in resolving parent complaints and grievances.
- Maintain the confidentiality of all parties and observes the principles of natural justice.
- Contact the regional office for support with any complex complaints.
- Communicate the outcomes of complaints and grievances, where possible, to all relevant parties.
- Communicate its policy and procedures clearly and regularly to parents and the school community.
- Ensure all new staff members are aware of the school and Department's policies and procedures in relation to addressing parent concerns and complaints.
- Brief all staff members (including volunteers) on the policy and procedures annually.
- Provide staff with (or provide access to) training and support appropriate to their responsibilities under the procedures.
- Establish and maintain administrative processes to manage concerns and complaints raised at the school.
- Ensure that this policy and procedures is consistent with the Department's policy.
- Regularly reviews its record of complaints to identify common or recurring issues that may need to be addressed.

- Ensures that all parties in a disputed complaint are aware of their entitlement to support through an advocate. An advocate can be a buddy, friend or colleague or an unpaid support person provided through an appropriate agency.

Parent complaints:

The teacher: usually best placed to resolve concerns and complaints relating to student learning and specific student incidents in the teacher's class or group.

Team leaders: provide support when students from other classes are involved.

Learning Specialists and Leading teachers: provide support to resolve concerns and complaints relating to curriculum and wellbeing matters.

Assistant Principals: usually best placed to resolve concerns and complaints relating to staff members or complex student issues.

Principal: usually best placed to resolve concerns and complaints relating to school policy, school management, staff members or complex student issues.

IMPLEMENTATION:

Step 1

Teachers are very willing to meet with parents at a negotiated appointed time. If you can't speak directly to the staff member, phone the school office. The office staff will arrange for the staff member to contact you as soon as possible. If you feel uncomfortable approaching the school, a member of the School Council or another parent familiar with school procedures can support you to establish contact. Meet with the staff member and discuss your concern respectfully.

Step 2

If you consider the issue you have raised is not resolved, contact the office to make an appointment with a member of the Leadership Team. The Leadership Team consists of the Principal, Assistant Principals, Leading Teachers and Learning Specialists. Inform him/her about the subject that you wish to discuss as this will help with the problem solving process. You may wish to arrange for another adult to support you by attending the meeting with you.

Step 3

If the issue is unresolved, contact the Front Office to make an appointment with the Principal.

Step 4

If the issue is unresolved, contact the Regional Director at the North-Western Victoria Region –Level 2, 189 Urquhart Street, Coburg. Vic, 3058.
Telephone: 1300 338 691

Step 5

Parents may lodge their unresolved complaint to the DET Parent Complaint Unit. Parent Line 13 22 8

RELATED POLICIES AND RESOURCES:

www.education.vic.gov.au/about/contact/parentcomplaint.htm

[www.eduweb.vic.gov.au/edulibrary/public/commrel/contacts/POLICY AND GUIDES Addressing parents concerns.pdf](http://www.eduweb.vic.gov.au/edulibrary/public/commrel/contacts/POLICY_AND_GUIDES_Addressing_parents_concerns.pdf)

For more information about the Department's *Parent Complaints* policy, including the role of the Regional Office, please see: [Parent complaints policy](#).

EVALUATION:

This Policy will be reviewed as part of the school's annual review cycle.