



Cann River P-12 College

Complaints Policy 2021

Rationale:

It is central to our school culture that relentless positive support for families is maintained: this will mean that in the great majority situations parent concerns are expressed openly and positively.

Aims:

- To develop and implement a process by which parents can confidently 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.

Implementation:

- We take concerns and complaints raised by parents seriously.
- Parents making complaints should ascertain the facts as best they can, and contact the school at their earliest convenience.
- Parents with complaints or concerns are relayed to the school the principal be to respond as soon as possible
- Parents can visit the school immediately and see the principal if available.
- All complaints will be followed up quickly
- Parents making complaints are to be well-behaved, confidential and courteous.

- The school will record the details of all complaints including the name and contact details of the persons making the complaints.

- 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.
- Parents discussing complaints with staff may be accompanied by an advocate if they wish.
- Any investigation conducted by the school will be done so 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.

- Following the investigation, the Principal will communicate with the parent 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.
- All records of parent complaints, subsequent investigations and outcomes will be securely stored
- All staff will be made aware of our school's complaints handling procedures and will be supported with training on how to minimise, respond to, and manage parent complaints.

This policy was last ratified by School Council on....

March 16th 2021

To be reviewed in March 2024

References: