

## FBRIGHTON BEACH PRIMARY SCHOOL



# Parent Complaint Policy

**Rationale:** Brighton Beach Primary School recognises the importance of a positive relationship between parent and school, in the best interest of students. Complaints are an important way for the school community to provide information and feedback to the school.

A complaint is defined as an expression of dissatisfaction with an action taken, decision made or service provided, or a failure to provide a service, take action or make a decision.

**Aims:** To ensure that

- The school meets obligations to respond to parent complaints in a fair, effective and efficient manner
- Parents are informed of how they can make a complaint
- There is a transparent process of communication

**Implementation:**

*When addressing a complaint, parents and school personnel will:*

- Refer to the school statement of values, which sets out behaviour expectations for all community members
- Operate within applicable legislation
- Acknowledge a mutual goal to achieve an outcome that is acceptable for all parties
- Act in good faith and a calm and courteous manner
- Recognise that all parties have rights and responsibilities that must be balanced.

*Making a complaint*

- Complaints may be made verbally or in writing
- A complaint may be withdrawn at any time
- Confidentiality will be maintained by all parties
- All parties are entitled to have a support person at a meeting
- If a complaint is made against an individual, that person may be informed of the nature of the complaint and have the right to respond.
- All complaints will be managed as promptly as possible.

WHAT	WHO TO CONTACT	HOW
Classroom concern, curriculum and education related	Classroom teacher	Make an appointment via email / the school office The teacher will respond via phone, email or will make a time to meet
School wide concern – staff members, school policy  Student welfare concerns, complex student issues  Unresolved classroom concern	Assistant Principal or Principal	Make an appointment via email / the school office
Unresolved complaint, Complaints about the principal	Community Liaison Officer, Regional Office	See <a href="http://www.education.vic.gov.au/school/principals/spag/Pages/azindexp.aspx">http://www.education.vic.gov.au/school/principals/spag/Pages/azindexp.aspx</a> for further details

### *Role of the school*

Once a complaint has been made, the school will:

1. Acknowledge that a complaint has been received within 24 hours and respond to the complaint within 48 hours either verbally or via email,
2. Communicate with parent and establish a plan and expected time frame to address the complaint and work towards resolution.
3. Begin a process to resolve the complaint – this may involve raising the issues with relevant members of school community, consulting with appropriate support persons, meeting or having a phone conversation with parent.
4. Discuss school findings with the parent in an attempt to reach an agreed resolution.
5. Consider the engagement of a mediator, if required.
6. Document all complaints and actions followed.

### **Evaluation:**

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

<b>Approved By</b>	School Council
<b>Approval Authority (Signature &amp; Date)</b>	
<b>Date Reviewed</b>	March, 2018
<b>Responsible for Review</b>	Education & Policy Committee
<b>Review Date</b>	August, 2021
<b>References</b>	Brighton Beach Primary School Communication Protocol  Parent Complaints – DEECD School Policy Advisory Guide <a href="http://www.education.vic.gov.au/school/principals/spag/Pages/azindexp.aspx">http://www.education.vic.gov.au/school/principals/spag/Pages/azindexp.aspx</a>