



Parent Concerns Policy

BANYULE PRIMARY SCHOOL

2.27

Rationale:

- Positive, clear and effective processes for resolving issues or concerns 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:

- To provide clear, positive and fair processes that allow issues to be aired and resolved in a timely and effectively manner.

Scope:

1. This policy covers concerns and complaints about;
 - general issues of student behaviour
 - incidents of bullying
 - learning programs, assessment and reporting of student learning
 - communication with parents
 - school fees and payments
 - general administrative issues
 - any other school related matters except those listed in point 2 of this scope.
2. This policy does not cover matters for which there are existing rights of review or appeal. Those matters include;
 - student discipline matters involving expulsion
 - complaints about employee conduct or performance
 - student critical incident matters
 - other criminal matters.

Implementation:

1. Expectations

- 1.1 The school expects a person raising a concern or complaint to;
 - do so promptly, as soon as possible after the issue occurs
 - provide complete and factual information about the concern or complaint
 - maintain and respect the privacy and confidentiality of all parties
 - acknowledge that a common goal is to achieve an outcome acceptable to all parties
 - act in good faith, and in a calm and courteous manner
 - show respect and understanding of each other's point of view and value difference, rather than judge or blame
 - recognise that all parties have rights and responsibilities which must be balanced.
- 1.2 The school will address any concerns and complaints received from parents:
 - courteously
 - efficiently
 - fairly
 - promptly, or within the timeline agreed with the person with the concern or complaint
 - in accordance with due process, principles of natural justice and the Department's regulatory framework.

Reference:

Addressing parent concerns and complaints effectively: policy and guides

2. Raising a Concern or Complaint

- 2.1 In the first instance a concern or complaint should be made to the school.
- 2.2 Parents should contact the class teacher to make an appointment if the matter involves student learning or behaviour issues or an issue of everyday class operation.
- 2.3 Parents should make an appointment to speak to the principal or assistant principal for more complex student issues or issues relating to school policy, school management or staff members.
- 2.4 Parents who are unsure about the best person to contact regarding the complaint should phone the assistant principal.
- 2.5 The complainant can seek the services of an advocate when they feel unable to express their concerns clearly.
- 2.6 All parties involved in addressing a complaint may seek the services of a mediator when there is difficulty coming to an agreement.
- 2.7 School council members will not become a conduit for community complaints, will not become involved in confidential or personal issues, and will generally refer specific concerns or issues about individuals to the principal or the school council president.

3. Managing Concerns and Complaints

- 3.1 Concerns or complaints that are able to be easily resolved will be recorded in the teacher or principal's diary outlining the issue and the resolution.
- 3.2 More substantial complaints will be documented in detail by the principal.

4. Addressing Concerns or Complaints

- 4.1 All complaints will be noted and acted on promptly by the staff member who receives the complaint.
 - 4.2 The school will make every attempt to resolve the concern or complaint as quickly as possible. Where the complaint involves many students and a range of issues the school will need more time to resolve it.
 - 4.3 Should the complaint involve complex issues the school may choose to take advice from the Department's Regional office which may take more time. In this instance the school will inform the complainant of the reason for any delay.
 - 4.4 In all cases the school will try to resolve a concern or complaint within 20 school days.
 - 4.5 The school will make every effort to resolve concerns or complaints before involving other levels of the Department.
 - 4.6 If a concern or complaint is substantiated in whole or part, the school will offer an appropriate remedy and implement it as soon as practicable. For example, at its discretion and depending on the circumstances, the school might offer;
 - an explanation or further information about an issue
 - mediation, counselling or other support
 - an apology, expression of regret or admission of fault
 - to change its decision, policy, procedure or practice
 - to cancel a debt or refund fees.
 - 4.7 If a person with a concern or complaint is not satisfied with the outcome determined by the school they should contact the Department's appropriate regional office.
5. This policy will be developed in consultation with parents and the school community.
 6. The school will monitor parent concerns and complaints and consider issues raised through the complaints process and other relevant information from the parent opinion survey when undertaking a review of the school's policies, procedures and operations.
 7. This policy will be published on the school website.

Evaluation:

This policy will be reviewed as part of the school's three year policy review cycle or immediately upon changes to Education Department policy or procedures.

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

August 2016