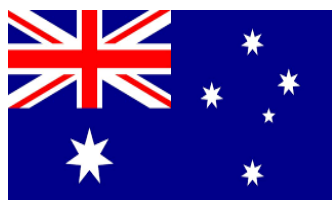


Coorow Primary School

Complaints Management Policy 2023 – 2026



At our school, *EVERY*
student counts *EVERY* day.



Complaints Management 2023-2026

Policy:

Staff at this school are responsible for managing the resolution of disputes and complaints lodged with us.

We will make every effort to promptly resolve disputes and complaints lodged with us according to the principles of procedural fairness.

Where a complaint is deemed serious (eg. assault by a staff member on a student) the complaint will be forwarded directly to the Standards and Integrity Directorate of the Department of Education and Training.

Objectives of this policy:

To recognise your right to complain and to have your complaint dealt with seriously.

To ensure that complaints lodged at this school are resolved in a fair, prompt and efficient manner.

To ensure that parents have a clear understanding of how to advocate for their child's needs if they feel the school is not meeting them appropriately.

To promote the highest standard of professionalism in dealing with our community.

Problems and Complaints

Problems

A problem arises when you are dissatisfied with something that has happened at the school.

The first step in managing a problem is to contact the relevant person (see table overleaf) and discuss it with them. Remember, this may be the first time that this person has heard your problem, so please be patient. You will need to describe exactly what has happened to cause the problem. The person representing the school will discuss with you how the problem could be solved and make a time to follow up with you and make sure that the difficulty has been resolved.

| Your problem is about | Who to approach |
|---|---|
| School policies | Principal – by phone, email or appointment |
| Confidential problems concerning the welfare of your child | Principal– by phone, email or appointment |
| You wish to discuss individual needs of your child that are not being met. (These may relate to disability, diversity, etc) | <p>Firstly, email the class teacher to make an appointment. Copy the principal into the email.</p> <p>If the problem is not resolved after meeting with the teacher, contact the principal, by phone, email or appointment.</p> |
| Problems with the class teacher | <p>Firstly, contact the class teacher by note, email, appointment, or by phone after 3.05pm.</p> <p>If the problem is not resolved after contacting the teacher, contact the principal, preferably by email.</p> |
| Problems with the principal | Principal – by phone, email or appointment |
| Problems with another staff member | Principal – by phone, email or appointment |
| Bullying or other problems with friends | Class teacher by note, email, appointment or by phone after 3.05pm |
| Classroom routines, academic work or homework | Class teacher by note, email, appointment or by phone after 3.05pm |

Problems become Complaints

Problems are not always fixed easily, and it may take several meetings and a range of strategies to resolve your problem. However, if you feel that your problem is not being taken seriously or has not been appropriately addressed by the school representative, you may wish to take the problem further. You can do this by escalating it to become a complaint.

Making a Complaint

Complaints can be made:

In person: Please telephone 9952 2800 for an appointment with the principal.

In Writing: Written complaints should be marked 'PRIVATE AND CONFIDENTIAL' and addressed to: The Principal, Coorow Primary School, 14 Bristol St, COOROW WA 6515. If necessary, help is available at the school to support you to write and lodge a complaint.

Minimum information when making a complaint:

You should provide the following information when making a complaint:

- Your name and contact details;
- The nature of the complaint;
- Copies of any relevant correspondence or documents relating directly to the complaint; and
- What you consider is needed to resolve the complaint.

How we will respond to your complaint

Responsiveness:

We will acknowledge written complaints within 5 school days. We seek to resolve complaints within 14 days. If, because of the serious nature of the complaint, it is deemed necessary to forward it on to another section of the Department, we will do this without delay. The timing of the complaint resolution process is then beyond our control.

In all cases you will be kept informed of the progress of your complaint.

Enquiring on the progress of your complaint:

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal complaint, or in the acknowledgement letter for a written complaint, this person will be identified for you.

Outcome of a complaint:

We will advise you of the outcome of your complaint. The outcome of all complaints will be provided to you in writing.

If you are unhappy with the outcome of a complaint:

If you are dissatisfied with our attempts to resolve your complaint, you may wish to express your concerns to:

Director of Education, Midwest

Midwest Education Regional Office

Level 2/209 Foreshore Dr

PO Box 63

Geraldton WA 6530

Phone: 9956 1600

Email: midwest.ero@education.wa.edu.au

While this request can be made verbally, it is preferable that it is made in writing. Help in making this request will be provided by us, or the regional office, upon your request.

Rejecting a complaint:

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.

How we will manage our processes

Where a complaint results in the identification of changes that should be made to our processes, those changes will be made.

Data about complaints lodged with our school is collected and recorded. Complaints are regularly analysed so we can identify and address systemic and recurring problems.

We will review this policy every three years. The policy will be approved by the school board.

| Document History | | |
|-------------------------|--------------|--|
| Date | Name | Notes |
| 2021 | School board | Policy approved |
| 9 Dec 2022 | J Whyte | 'Problems and Complaints' section added Updates to address of Regional Director |
| 22 Aug 2023 | J Whyte | Dates on policy and review date updated |
| 24 Aug 2023 | School board | Policy approved Email address added for Director of Education, Midwest |
| 16 March 2023 | J Whyte | Points added on pages 3 & 5 to ensure parents can advocate effectively for children with special needs |