



COMPLAINTS RESOLUTION POLICY

Rationale:

- Newborough Primary School has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff, students and volunteers at all time. We aspire to resolve all complaints fairly, efficiently, promptly and in accordance with relevant legislation.

Aims:

- As a School Wide Positive Behaviour School, we aim to build a safe and caring learning environment that all members of the school community can be proud of.
- We also aim to resolve complaints fairly, efficiently, promptly and in accordance with relative legislation.

Implementation:

- At Newborough Primary School it is the principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so, Principal's must ensure that all staff, students and volunteers are aware of their rights and responsibilities.
- The school also endeavours to seek a resolution to all concerns, sensitively and with a commitment to listening and responding positively to all concerns in a timely fashion.
- Parents, staff and community members should consider the following flow chart when considering how best to communicate a concern or register a complaint:

Step 1

Raise the matter with the school via telephone, written communication, or personally, so we can direct you to the best person to speak to. Please remember that others may have different views about an incident or issue.

Step 2

Arrange to speak with the Class Teacher or Principal/Assistant Principal where appropriate. The school will advise you on who it is best to speak to first. You can always follow up your concern with other people in the school later.

Step 3

The school will investigate the concern and provide feedback to you (most concerns are resolved at this point).

Step 4

If the issue remains unresolved, make a formal appointment to discuss the issue with the Principal. After the meeting you may need to:

- Be prepared to monitor the situation with follow up phone calls or meetings
- Be available for further discussions with appropriate people at school
- Consider involving the support of outside agencies such as the Department of Education and Early Childhood Development

The school may also seek specific support from the Regional Office at this stage – including facilitation or mediation.

Step 5

If you believe that your issue remains unresolved to your satisfaction, you may seek advice from the Gippsland Regional Office (phone 51270400). The role of the Region is to provide additional advice, support and feedback to the school in seeking a positive solution. The Region may, in turn, seek advice from DEECD Central Office. Ultimately, all issues and complaints must be resolved at the school level.

- It is incumbent upon the principal to act where unacceptable conduct is observed or brought to his or her attention.
- The principal is required to use this formal local complaints resolution procedure for resolving complaints in relation to issues that fall within the school's area of responsibility.
- All cases of serious misconduct – sexual offences, criminal charges, or other serious incidents – must instead be referred to the DEECD Complaints and Investigations Unit.
- A complainant may at any stage choose to take their complaint directly to an external agency such as the Merit Protection Board, the Human Rights and Equal Opportunity Commission or the Ombudsman.
- The following references provide additional support for individuals involved in a complaints process.

References

DEECD Addressing parents' concerns and complaints effectively: policy and guides

http://www.eduweb.vic.gov.au/edulibrary/public/commrel/contacts/POLICY_AND_GUIDES_Addressing_parents_concerns.pdf

DEECD Information for parents about complaints

<http://www.education.vic.gov.au/about/contact/complaints.htm>