



Scarborough Primary
School

An Independent Public School

RESOLVING ISSUES AND CONCERNS – COMPLAINTS HANDLING POLICY

Rationale:

Scarborough Primary School aims to create a school culture that welcomes, encourages and initiates regular two-way school-home communication. It is recognized that caring parents and teachers want 'the best' for children and issues or concerns can arise. Clearly defined resolution processes facilitate parents and school personnel to focus on early resolutions to issues and concerns in order to foster and support children's academic progress, their physical development and social and emotional well-being.

Scarborough Primary School aims to adopt a solution focused approach to resolving complaints. Our aim is to:

- Ensure complaints lodged at Scarborough Primary School are resolved in a prompt and efficient manner.
- Promote the highest standard of professionalism in resolving issues and concerns.
- Ensure the resolution of complaints in accordance with the principles of procedural fairness.
- Acknowledge complaints within 2 school days and to resolve local complaints within 10 school days.

Resolution Procedures:

Parents should:

- Identify your concern. This helps to direct attention at the problem rather than the emotion that can often result from the concern (writing may clarify your concern).
- Arrange an interview with your class teacher by making an appointment, rather than chatting at the door. Mention the reason why you want the appointment. Not only is it a courteous thing to do, it gives the teacher an opportunity to prepare for the meeting the same way that you have.
- Discuss what is bothering you using a solution focused approach. You are meeting with your child's teacher because you have identified a problem which can best be solved through his/her active involvement. Ensure facts are correct, your manner appropriate and you show willingness to be part of the solution. Discuss a timeframe for anything you agree to implement.
- If you are not satisfied with the resolution make an appointment or provide a written complaint addressed to the Deputy Principal or Principal.
- If you are not satisfied with the resolution at the school level you may wish to contact North Metropolitan Regional Education Office in writing at PO Box 1126 Innaloo City, WA 6918.

Class Teachers will:

- Maintain confidentiality at all times.
- Resolve parent concerns and complaints where possible.
- Communicate outcomes of parent concerns and complaints to a school administrator where appropriate.
- Refer parent complaints to a school administrator where appropriate. This should include all complaints relating to code of conduct or integrity matters as well as any complaints regarding whole of school policy or processes.

The Principal will:

- Maintain confidentiality and impartiality in dealing with each matter.
- Ensure, wherever appropriate, that concerns and complaints are resolved at the school level.

- Ensure that the process for managing complaints includes recording and monitoring of complaints and their outcomes to enable improvements to be identified and implemented.
- Ensure that enquiries, concerns and complaint procedures are communicated clearly to parents and community members.
- Ensure that school policies and procedures are modified, where necessary, to address areas of concern.
- Refer the complaint, where appropriate, to North Metropolitan Regional Education Office.

Complaints can be made:

- Verbally (by appointment)
- By letter
- By email.

Complaints can be lodged with the school using any of the contact methods listed above. Anonymous complaints will be noted but may not be responded to.

Minimum information required when making a complaint:

- your name and contact details
- copies of any relevant correspondence or documents relating directly to the complaint
- the nature of the complaint
- what you consider is needed to resolve the complaint.

Enquiring on the progress of a complaint:

Complainants may enquire as to the progress of their complaint at any time by directly contacting the appropriate person. This contact person will be identified for them at the time of lodging a verbal complaint, or in the acknowledgment letter for a written complaint.

Outcome of a complaint:

The School will advise the complainant in writing of the outcome of their complaint.

Rejecting a complaint:

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

Endorsed by the School Board: December 2019.
Scheduled Review - 2022