

Complaints Handling Policy

OBJECTIVES

To ensure that complaints lodged at this school are handled and resolved promptly, efficiently and in accordance with procedural fairness.

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

POLICY

Staff at this school are responsible for managing the resolution of all enquiries, concerns, complaints and disputes that are lodged with us.

We will make every effort to promptly resolve all complaints and enquiries lodged with us, in accordance with the principles of procedural fairness.

Where a complaint cannot be resolved at school level, the complainant, Principal or Director of Education (South Metropolitan Education Region) can forward a written complaint to the Director General of the Department of Education.

MAKING A COMPLAINT

Complaints can be lodged with the school verbally, by letter, or by email. Help is available at the school to assist complainants to formulate, write and lodge a complaint. Written complaints should be addressed:

PRIVATE AND CONFIDENTIAL

Mrs Melanie Buller
38 Karon Vista
HALLS HEAD WA 6210

All complaints are treated equally and with courtesy, regardless of the manner in which they are lodged.

INFORMATION REQUIRED

You should provide the following when making a complaint:

- your name and contact details
- copies of any correspondence relating directly to the complaint
- the nature of the complaint
- what you consider is required to resolve the complaint

In the case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, we will endeavour to work directly with you to resolve the matter.

RESPONSIVENESS

All written complaints lodged with the school will be acknowledged within 5 school days. We seek to resolve local complaints within 14 days. If because of the serious nature of the complaint, it is considered necessary to refer it to another section of the Department, we will do this without delay.

In all cases you will be kept informed of the progress of your complaint. Alternatively, you may enquire as to the progress of your complaint at any time by contacting the appropriate person.

REJECTING A COMPLAINT

Complaints judged to be vexatious, trivial or without substance, or not warranting further action will not be progressed. You will be advised of this in writing. The Principal, Director of Education or delegate can reject complaints, however this is always completed under strict guidance by the Department's Complaints Management Unit

OUTCOME OF A COMPLAINT

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

If you are unsatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the Director of Education.

Contact:

Mr Ken Perris
Director of Education (South Metro)
E: SouthMetro.ERO@education.wa.edu.au

Whilst 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 on your request.

REVIEW AT CENTRAL LEVEL

If you feel that your issue is still not resolved through the local processes, you may lodge a written complaint with the Director General:

Director General
Department of Education
151 Royal Street
EAST PERTH WA 6004

Alternatively, you may contact the Standards and Integrity Directorate at the Department of Education:
T: 1800 655 985
E: complaints@education.wa.edu.au

AUSTRALIAN STANDARD

As outlined in the Australian Standard AS 4269-1995 our complaints handling policy demonstrates:

Commitment:

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

Fairness:

We understand the need to be fair in our complaints handling processes.

Resources:

We have adequate resources for effective handling of complaints.

Visibility:

Further copies of this policy are available at the front office. To view the Department's Disputes and Complaints processes please visit the following link:

<https://www.education.wa.edu.au/complaints>

Access:

We accept complaints lodged by telephone, in person, in writing and via email.

Responsiveness:

Complaints will be dealt with quickly and efficiently.

Data Collection:

Data about complaints lodged with our school is collected and recorded.

Systematic and Recurring Problems:

Complaints are regularly analysed for the identification and addressing of systematic and recurring problems.

Accountability:

We report our complaints handling processes against our documented performance standards.

Review:

We review our complaints handling process annually.

DEFINITIONS

The expression of dissatisfaction with any aspect of government education and training. It may be general in nature or relate to particular staff, a part of the organisation, a policy or a decision. Any person may lodge a complaint, however staff employed by the Department of Education cannot use this process if they are acting in an official capacity. A complaint must contain sufficient detail to enable it to be addressed and recorded.

Locally Managed Complaint:

A verbal or written complaint made in relation to a school or staff member, and managed by the school.

Centrally Managed Complaint:

A complaint lodged in writing with the Director General of the Department of Education, and managed at the central level. Such complaints may be redirected to the local level to be managed if it is deemed appropriate.

Complainant:

A student, parent, member of the community, or employee of the Department in his or her private capacity who has a complaint.

A FINAL NOTE...

It is human nature to complain readily and compliment slowly. While this process enables you to formalise complaints and be reassured that processes are in place to deal with complaints, we would



also encourage you to act on your compliments also. This can be completed verbally, by letter or by email.