

## Policy

### Rationale:

Ormond Primary School is committed to providing a safe and supportive learning and working environment for students and staff. Positive, clear and effective processes for resolving grievances 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 a harmonious, positive and productive school environment.
- To address concerns and resolve complaints fairly, effectively, promptly and in accordance with relative legislation.

### What sort of concerns and complaints might parents raise:

- General issues of student behaviour that is contrary to the school's code of conduct.
- Incidents of bullying or harassment in the classroom or school yard.
- Learning programs, assessment and reporting of student learning.
- Communication with parents and the local community.
- School fees and payments.
- General administrative issues.
- Any other school related matters.

### Expectations of parents raising concerns or complaints:

Parents have an obligation to read all notifications, the newsletter and to attend parent information sessions and seek clarification when required.

Parents with a complaint should contact the school by telephone 9578 1327, in person or in writing.

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 of confidentiality of all parties.
- acknowledge that a common goal is to achieve an outcome acceptable to all.
- 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 without judging or blaming.
- recognise that everyone has rights and responsibilities which must be balanced.

### What parents can expect from the school:

- All parties should refer to the School's values of Respect, Acceptance and Quality Learning and the descriptions to support positive intentions when interacting with each other.
- The school accepts its responsibility to consult and to communicate both clearly and effectively with the parents.
- The school will brief all members of staff about its procedures to address concerns and complaints annually and will provide resources and guidelines about handling complaints.
- The school will make information about procedures for addressing concerns and complaints readily available to parents through this policy and school's website.
- The Principal will exercise their judgement as to whether or not they will act upon anonymous complaints.

### Who should I speak to about a concern or complaint?

If the matter involves your child or an issue of everyday class operation, make an appointment to see:-

- The student's teacher if concerning learning issues or incidents that happen in class or
- The level coordinator if students from several classes are involved.

An appointment should be made through the Office on 9578 1327 or contact the Principal directly on [butler.glenn.b@edumail.vic.gov.au](mailto:butler.glenn.b@edumail.vic.gov.au)

- The Principal about issues relating to school policy, school management, staff members or very complex issues.
- or
- The Assistant Principal about issues relating to staff members of complex student issues

### What process will the school follow in responding to concerns and complaints

- The school will record details of the concern or complaint and include the name of the person with a concern, the date, the form in which the complaint was received (eg. telephone call, in writing, face to face), a brief description of the issue, details of the school officer responding to the complaint, action taken, the outcome of the action and any recommendations for future improvement.
- The school will acknowledge all complaints made in writing and will indicate strategies to be used to address the complaint.
- Parents may seek the services of an advocate when they feel they are unable to express their concerns clearly. An advocate may be a friend or someone who is available from a support organisation who does not receive a fee. All parties may seek the services of a mediator when there is difficulty coming to agreement. A parent who is using support services should ensure the person addressing the concern is aware of their intention and is in agreement.
- The school will make every effort to resolve concerns and complaints before involving other levels of the Department. Should the complaint involve complex issues, the school may take the advice from the Department's Regional Office, which may require more time.
- If a concern or complaint is substantiated, in whole or part, the school will offer an appropriate remedy (eg. further information, mediation, counselling, an apology, fee refund etc.)
- If a parent with a concern or complaint is not satisfied with the outcome determined by the school, they should contact the Department's Regional Office.
- If the complaint cannot be resolved by the complainant, the school and regional office working together, the regional office may refer it to the Department's Group Coordination Division.

#### **Evaluation:**

The school will monitor parent concerns and complaints and consider issues raised through the parent complaints process and any other relevant information (eg. Parent Opinion Survey).

#### **Related Policies and Documentation**

- OPS Communication Policy
- OPS Child Safe Policy
- OPS Student Wellbeing and Engagement Policy
- OPS Student Wellbeing Policy
- OPS Anti-Bullying Policy
- OPS Anti-Harassment Policy
- OPS Cyber Bullying Policy
- OPS Program for Students with Disabilities Policy
- OPS Equal Opportunity Policy

#### **Reference:**

Department of Education and Early Childhood Development *“Addressing parent’s concerns and complaints effectively: policy and guides 2009*

DET *“Parent complaints policy (interim) Resolving parent issues and concerns.* 2016

South East Victoria Regional Office 8765 5600 [sevr@edumail.vic.gov.au](mailto:sevr@edumail.vic.gov.au)

#### **Review and Approval:**

This policy will be reviewed as part of the schools four year review cycle.