PARENTAL COMPLAINT
PROCEDURES

POLICY STATEMENT

The spirit of this policy is one of equity and justice.

It is based on the belief that home and school form a partnership for the mutual benefit of children. It acknowledges that best procedures are those which involve the home, the school and the student in positive interaction.

RATIONALE

Occasionally there is a need for parent and/or guardians to raise concerns about practice or policy in schools. These concerns are generally addressed to all parties’ satisfaction at the local level through informal means.

This procedure aims to:
Expeditiously resolve the complaint, whilst ensuring that parents and students are not victimised and that the rights of teachers are not prejudiced.
The objective of this policy is to resolve complaints as quickly as possible.

If the complaint relates to Child Sexual Assault or Abuse, Principals should follow the procedures for the mandatory notification to the Department of Community Services.

PROCEDURES

In the first instance any classroom complaint should be made to the class teacher. A transcribed oral account should be recorded.
Other complaints are to be made to the Principal.
To be effective, schools should deal with complaints sensitively, promptly and confidentially. Matters need to be resolved as soon as possible and in a way which treats all parties with dignity and respect. It is important to note that anonymous complaints are not accepted or acted upon.

If a satisfactory outcome is not achieved, further conciliation may take place in an effort to resolve any outstanding issues. This could take place in a round table conference.

On rare occasions where resolution is unlikely, a decision needs to be made with the best learning outcome for students being paramount.

This is ultimately a school/parish decision.