

Aim

To ensure complaints lodged are resolved in a prompt and efficient manner with the highest standard of professionalism.

Rationale

At Beenyup Primary, our team of staff acknowledge any concerns or complaints from parents and other school community members and welcomes questions or feedback. Parents and school community members can be confident that staff will listen and respond to their concerns. Staff are responsible for managing the resolution of disputes and complaints lodged with us. We will make every effort to promptly resolve disputes and complaints lodged with us according to the principles of procedural fairness and every effort will be made to resolve any issues at the local level.

We encourage all families to speak with their child's teacher as the first point of contact for any concerns; however, there are times when you may need to speak with a member of administration.

Raise the matter with administration if:

- you were not able to achieve a satisfactory outcome with the teacher or staff member
- the matter is about the conduct of a teacher or staff member
- the matter is about another aspect of school life that is impacting your child's education.

Please contact the school to request an appointment to discuss your concerns.

Policy

Our team of staff are responsible for managing the resolution of complaints lodged with us promptly, and with procedural fairness. Where we cannot resolve a complaint, the complainant, Principal or Regional Executive Director can forward written complaints to the Director General of the Department of Education.

This policy is based on good practice and system wide policy from the Department of Education. It ensures that concerns and complaints are dealt with promptly, consistently and fairly and contribute to continuous improvement.

Principles Underlying the Policy

- In all matters the educational well-being of students is the first priority.
- All persons in the school community, including students, parents, administrators, teachers and support staff, have a right to be treated with respect and courtesy.
- Parents and community members are able to raise concerns and complaints about any aspect of school life and have them dealt with fairly and promptly.
- Processes for managing concerns or complaints are straightforward, reflect principles of natural justice and operate within the regulatory framework of the Department of Education.

Making a complaint:

Complaints can be made verbally; by letter; or by email. The school can help support complainants with their concerns.

- A complaint can be made about the provision of education or conduct of any Department employee.
- An employee who is subject to a complaint is entitled to be informed of the substance of the complaint.
- Members of the school executive will maintain confidentiality and impartiality when dealing with each matter and seek to resolve matters at the school level where possible.
- Persons lodging a complaint are welcome to have a friend or advisor present during any discussions as a support person.

Addressing a written complaint:

All written complaints are to be addressed:

“PRIVATE AND CONFIDENTIAL”

The Principal

Beenyup Primary School

66 Shepparton Boulevard

BYFORD WA 6122

Minimum information for a complaint

The following information should be provided when making a complaint:

- Your name and contact details
- Copies of relevant correspondence or documents relating to the complaint
- The nature and details of the complaint
- What you consider is needed to resolve the complaint.

With a verbal complaint, where you do not want to lodge the complaint in writing, we will endeavour to work directly with you to resolve the matter. Please note if a verbal complaint is complex or very serious the complainant may be required to restate the complaint in writing or sign a written summary prepared by the Principal.

A written or verbal complaint which contains personal abuse, inflammatory statements or material that is clearly intended to intimidate will not be addressed and the complainant will be informed accordingly.

Responsiveness

Written complaints will be acknowledged within 5 school days and we seek to resolve local complaints within 14 working days. If the complaint is of a serious nature and deemed necessary to forward to another section of the Department, we will do this immediately.

You may enquire as to the progress of your complaint at any time by contacting the school.

Outcome of a complaint

All outcomes will be provided in writing.

Rejecting a complaint

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

If you are unhappy with the outcome of a complaint:

If you are not satisfied with our attempts to resolve your complaint, you may wish to express your concerns to the Regional Executive Director.

[Understand the complaints process - Department of Education](#)

Definitions

Complaint

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.

Procedural Fairness

A process that demonstrates procedural fairness is one in which:

- decision makers act fairly and provide reasons for decisions;
- the person affected is given a fair hearing;
- all parties to a matter have an opportunity to put their case where an adverse decision or finding is made; and,
- all relevant arguments are considered and irrelevant arguments are excluded.

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 Central Office. Such complaints may be redirected to the local level to be managed if it is deemed appropriate.

Complainant

A person or persons lodging a complaint.

Complaint resolution flow chart

